

# STUDENT WORKER HANDBOOK

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*Revised May 10, 2018*

**College of Nursing and Health Innovation**  
ARIZONA STATE UNIVERSITY | DOWNTOWN PHOENIX CAMPUS



Welcome to the Arizona State University!

We are delighted you have chosen to work as part of the College of Nursing and Health Innovation (CONHI) team. The following guidelines in this handbook will aid in maximizing your experience as a student worker.

Employment of our students has always been very important to Arizona State University's (ASU) colleges and departments. Student employment is a partnership that benefits both you, ASU, and CONHI.

Student employment has three primary purposes:

1. To provide meaningful financial or course credit assistance so students may further their education;
2. to provide work opportunities and real workplace experience that enhance the educational program through the development of professional skills, responsibilities, habits, attitudes, self-confidence and self-development that will contribute to future success; and,
3. to increase interaction with all staff in your department and the customers we serve in order that you may more readily adjust to university life.

The advantages of employment in a university setting are evidenced by the many student workers who have continued their careers with ASU following graduation.

We wish you a very positive experience as a student worker at the College of Nursing and Health Innovation! I look forward to meeting you in order to personally welcome you to the college.

Sincerely,

A handwritten signature in dark ink, appearing to read "Judith F. Karshmer".

Judith F. Karshmer, PhD, PMHCNS-BC, FAAN  
Dean and Professor  
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## TYPES OF EMPLOYMENT

### *On-Campus Employment*

Student employment opportunities exist in almost every campus office and service. On-campus positions are divided into two categories: work-study employment and departmental employment. The difference between the categories is in who provides the funding. Whereas students employed departmentally are compensated entirely by the hiring department, students employed through the work-study financial aid program generally receive compensation from both Federal Work-Study and the hiring department.

### *Federal Work-Study Positions (FWS)*

Work-Study lets you work and earn money. It is a need-based employment opportunity given to you as part of your financial aid package. As a need-based financial aid program, Federal Work-Study pays a portion of the wage while the hiring department pays the remaining percent.

You can reference the Student Services Manual for Policies 306-06 through 306-10 here <https://www.asu.edu/aad/manuals/policyarchives/SSM/Nov2010/ssm306-06.html>

All student employee wages are based on the standard wage scale found here <https://students.asu.edu/employment>. The difference is simply in who is providing the funding.

Work-study wages benefit the student. Earnings as a work-study student are specially reported on the following year's FAFSA. These earnings are excluded from calculations when determining the student's financial aid eligibility for that year.

The Student Financial Aid Office will provide all work-study eligible students with the appropriate information. Application for these positions is done directly through the hiring system. Work-study positions are available only to persons who are awarded work-study as part of their financial aid package.

## TERMS OF EMPLOYMENT

All student employees are appointed on a temporary part-time basis and may hold multiple student appointments. See policy under SSM 305-05 here <https://www.asu.edu/aad/manuals/ssm/ssm305-05.html>

Hourly student employees are considered non-exempt employees for the purpose of determining overtime compensation. In the event a student works more than 40 hours in a work week, the overtime rate of 1.5 times the regular hourly rate must be applied to the excess hours.

Teaching and Research Assistant Resources, including the TA/RA Policy and Procedure Handbook, can be found here <https://graduate.asu.edu/ta-ra>

## ORIENTATION

Your supervisor will conduct your hands on orientation to your department. Specific elements of this process may include an overview of the following:

- CONHI organization charts and employee information – Deans, Senior Associate Deans, Associate Deans, Directors, and other position information
- Introduction to department staff, organizational structure, services and major projects, as well as key customers
- Work performance expectations
- Customer service philosophy and service expectations
- Office location, hours, work attire, policy, maintenance, etc.
- Office protocol
- Office procedures/management (e.g., mail, telephone, etc.)
- Work stations, computers, office equipment
- Regularly scheduled meetings – staff, departmental, one-on-one
- Paper and electronic files/filing

This list is not all inclusive, but a starting point for you in developing an understanding of the department in which you are employed, and its programs and processes. If you do not receive certain items listed above, and would like to become familiar, please request the items from your supervisor. Please take advantage of these initial meetings.

## IMPORTANT LINKS

These frequently used links can aid in facilitating various job duties or personal development. Please become familiar with these resources.

- CONHI Website <https://nursingandhealth.asu.edu/>
- CONHI Hub <https://conhi.asu.edu/>
- Office of Equity and Inclusion <https://sexualviolenceprevention.asu.edu/report/equity>
- Maintenance <https://cfo.asu.edu/requests-for-service>
- Building Access/ISAAC <https://cfo.asu.edu/door-access>
- Custodial Service <https://cfo.asu.edu/custodial-services>
- Classroom Support <https://uto.asu.edu/computing-resources>
- Classroom Space Management <https://cfo.asu.edu/ucl-space-mgmt>
- Key and Lock Services <https://cfo.asu.edu/key-lock-services>
- Signs <https://cfo.asu.edu/sign-shop-services>
- Zero Waste <https://cfo.asu.edu/zerowaste>
- Emergency Information <https://cfo.asu.edu/emergency>
- Police info and iReport <https://cfo.asu.edu/police>
- Environmental Health and Safety <https://cfo.asu.edu/ehs>
- Parking Services <https://cfo.asu.edu/pts-parking-downtown>
- Card Services <https://cfo.asu.edu/cardservices>
- Information Security Awareness Training  
[https://getprotected.asu.edu/Security\\_Training%20](https://getprotected.asu.edu/Security_Training%20)
- HIPAA and FERPA Training <https://getprotected.asu.edu/training/hipaa-ferpa>

- ASTRA ASU Classroom Schedules <https://www.aaiscloud.com/AZStateU/Portal/GuestPortal.aspx>
- MyASU Staff Resources <https://webapp4.asu.edu/myasu/staff/resources>
- MyASU Service Portal (Phone Services) [https://asu.service-now.com/sp?id=sc\\_category&sys\\_id=6093e4e41345e24075e9d4a76144b04c](https://asu.service-now.com/sp?id=sc_category&sys_id=6093e4e41345e24075e9d4a76144b04c)
- CONHI Deskside & IT Support [https://asu.service-now.com/sp?id=sc\\_cat\\_item&sys\\_id=11bf8c9bd8cd6500e033f042a43ae641](https://asu.service-now.com/sp?id=sc_cat_item&sys_id=11bf8c9bd8cd6500e033f042a43ae641)
- MyASU A-Z Service Catalog [https://asu.service-now.com/sp?id=sc\\_home](https://asu.service-now.com/sp?id=sc_home)
- Google Drive [https://asu.service-now.com/sp?id=kb\\_article&sys\\_id=a5a5f3120f8047446cf6f3f692050e69](https://asu.service-now.com/sp?id=kb_article&sys_id=a5a5f3120f8047446cf6f3f692050e69)
- Authorized Driver Program <https://cfo.asu.edu/authorized-driver-program>
- SunRISE <https://cfo.asu.edu/purchasing-sunrise>
- Surplus <https://cfo.asu.edu/surplus>
- Health and Well-Being <https://health.asu.edu/health-wellbeing>
- Mindful Center <https://health.asu.edu/center-mindfulness-compassion-and-resilience>
- Health Clinics <https://health.asu.edu/asu-health-clinics>
- Culture of Health <https://health.asu.edu/culture-health-asu>

## WORK SCHEDULE

Student workers should discuss their work schedule with their supervisor. Any request for a change in regular work schedules should also be communicated to your immediate supervisor as soon as information becomes available.

### **Student employees do not accrue vacation, sick leave, or other paid time off.**

Arrangements for time off without pay are negotiated and approved within the employing unit, including time off during academic break periods.

## TIME KEEPING

Your supervisor will advise you of the proper system for documenting your time. It is imperative to keep a personal record of your time on the job. Student employees may not start work until they are registered in the time keeping system, and have been authorized to work.

Claiming hours that you did not work is unethical and will provide grounds for dismissal, and could be reported to appropriate university officials for violation of the Student Code of Conduct.

## E-MAIL OR CALL-IN PROCEDURE

In case of illness, lateness, or other reasons for absenteeism, notification should be given to your supervisor as early as possible, and at least 30 minutes before your scheduled shift begins.

Your supervisor will provide you with the appropriate contact information in order to give notice.

## BREAKS AND MEAL TIMES

Lunch and rest breaks should be scheduled in advance and must be approved by the supervisor. Student employees are allowed one paid 15-minute break for each consecutive four-hour shift and one unpaid 30-minute lunch or two paid 15-minute breaks (not taken together) for each consecutive six-hour shift. For each consecutive eight-hour shift, employees are allowed an unpaid lunch break and two 15-minute paid breaks.

Except for the allowable paid breaks noted above, students are only paid for the time actually worked. Arrangements for unpaid food and beverage breaks should be made between the student and the employer. See policy here <https://www.asu.edu/aad/manuals/ssm/ssm305-06.html>

## PAY RATE AND BENEFITS

Student workers will be paid for all hours worked in a pay period and recorded by management.

Student workers are not eligible to receive paid vacation leave, sick leave, and holiday pay, shift differential, unemployment compensation or university closing paid leave.

## PAY SCHEDULE

Payday is bi-weekly for student workers who are paid hourly.

Direct deposit of pay is available and encouraged. Otherwise, checks will be mailed to the student worker's address that the University has on record on the pay date. To enroll in direct deposit and/or change your address, go to your **My Employment** section in your **My ASU** portal. Click on the **Payroll** tab and then click on **Direct Deposit**.

## WORKPLACE RESPONSIBILITIES & CODE OF CONDUCT

### Student Worker Dress Code

The purpose of the dress code is to contribute to a positive ASU image. The University expects all of its employees to dress appropriately. While common sense is the governing principal, management has the final word regarding appropriate dress. Whatever your work setting, you must wear presentable clothing in good condition. All employees should check with management for area specific dress requirements.

Traditional business attire may be required when meeting with non-ASU visitors, or when best suited for the employee's position.

If you have questions regarding appropriate attire for your area, it is best to dress more conservatively until you have an opportunity to address the issue with your supervisor.

### Personal Hygiene

General cleanliness, good personal hygiene, grooming, and neatness is expected. All employees are expected to wash their hands after using the restroom.

## **Discrimination, Harassment, and Retaliation**

Arizona State University is committed to providing an environment free of discrimination, harassment, or retaliation for the entire university community, including all students, faculty members, staff employees, and guests. ASU expressly prohibits discrimination, harassment, and retaliation by employees, students, contractors, or agents of the university based on any protected status: race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity, and genetic information.

Inappropriate conduct need not rise to the level of a violation of federal or state law to constitute a violation of this policy and to warrant disciplinary action/sanctions.

All individuals identified in the Applicability section of this policy are responsible for participating in and assisting with creating and maintaining an environment at ASU free from all forms of prohibited discrimination, including harassment and retaliation. All individuals identified in the Applicability section of this policy are required to cooperate with any investigation of allegations of violations of this policy.

Providing false or misleading information or failure to cooperate may result in disciplinary action.

For detailed policy ACD 401 go here <https://www.asu.edu/aad/manuals/acd/acd401.html>

Completion of sexual harassment prevention training is required of all students employed at Arizona State University. Please review sexual harassment reporting options and resources upon gaining your employment at ASU at <https://sexualviolenceprevention.asu.edu/>.

Anyone who violates this policy will be investigated and subject to disciplinary action, which may include termination from employment and/or suspension from ASU.

If you feel you are the victim of sexual harassment, contact your supervisor, ASU Counseling Services at 480-965-6146, the Employee Assistance office at 480-965-2271. Alternatively, individuals may contact the Office of Equity and Inclusion at 480-965-5057 regarding questions or complaints of discrimination or sexual harassment that involve employees. Individuals may also contact the Office of Student Rights and Responsibilities on any campus about conduct of this type that only involves students. If this is an emergency, you should contact ASU Police at 480-965-3456.

Crisis Support is available 24/7 by contacting EMPACT Hotline at 480-921-1006.

## **Inappropriate Language and Behavior**

Use of profanity distasteful humor, slurs, and other potentially offensive or abusive language is unacceptable. Please refer to SSM 304-10 here <https://www.asu.edu/aad/manuals/ssm/ssm304-10.html>

## **Drug and Alcohol Policy**

Arizona State University does not permit illegal drug activity and alcohol consumption in the workplace.

The unlawful manufacture, sale, distribution, possession, dispensation, or use of controlled

substances and alcohol on university work sites, or while conducting university business off premises, is absolutely prohibited.

Staying on top of academic responsibilities, going out with friends, meeting new people, working, and taking care of their daily needs are common priorities among college students. To support your success in these and other areas of your life, ASU promotes an alcohol-free, drug-free and tobacco-free university environment.

For more information and resources go to <https://wellness.asu.edu/explore-wellness/body/alcohol-and-drugs>

### **Smoking**

ASU recognizes that tobacco use is a public health hazard and is dedicated to providing a healthy, comfortable and productive living, learning and working environment. [ASU is among over 1,000 colleges and universities that are 100% tobacco-free, and among over 1,500 colleges and universities that are 100% smoke-free.](#)

As of August 1, 2013, the use of tobacco is prohibited on university property, facilities, grounds, parking structures, university-owned vehicles and structures owned or leased by the university. In order to protect students, faculty, staff and visitors from the health hazards of secondhand smoke, [ASU will begin tobacco-free policy enforcement in June 2015.](#) **Current policy: August 1, 2013** [ACD 804: Tobacco-free Campus Policy.](#) For more information about the ASU Tobacco-Free Initiative, please email [tobaccofree@asu.edu](mailto:tobaccofree@asu.edu).

### **Telephone use, Cell Phones**

Personal phone calls should only be made based on need and limited in number and length. If your position requires making long-distance telephone calls, your supervisor will advise you on the proper procedure for dialing and documenting calls. Making unauthorized personal long-distance phone calls from the university is grounds for dismissal, is a violation of the student code of conduct, and may subject you to criminal prosecution.

Student workers carrying personal cell phones must have them on vibrate during working hours. Excessive violations of this usage may be grounds for dismissal. You are discouraged from making or receiving cell phone calls while on the job unless it is an urgent matter.

### **Computer and Equipment Use**

University computers and all other ASU owned equipment are to be used solely for the purpose of conducting the business of the university.

Student workers should adhere to the same policies regarding the use of information technology and other University resources as the other university employees. Although it is not required training, we encourage you to review the ASU General Policy on the Use of Information Technology located online at [https://getprotected.asu.edu/Security\\_Training%20](https://getprotected.asu.edu/Security_Training%20)

Playing games, browsing inappropriate or explicit material, or unauthorized personal use on University computers will not be tolerated. If you have any questions regarding use of workplace



computer, please consult with your supervisor.

Individuals using the ASU computer system are subject to having all of their activities on the system monitored and recorded by system personnel. Anyone using the ASU computer system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide evidence of such monitoring to law enforcement officials.

Printing, copying, and faxing should be confined to work related documents only. ASU equipment should never leave the workplace. If you have question about the use of workplace office equipment, please consult with your supervisor.

## Safety

Calling For Emergency Assistance

- Remain calm.
- Dial 9-911 (from any ASU phone), describe your situation and give your location.

In a Non-Emergency

- Dial 480-965-3456 (campus dispatcher). Describe your situation and location.

For detailed contact information on various services go to <https://cfo.asu.edu/police-contact>.

## Emergency Response Guide

Emergency Preparedness at ASU <https://cfo.asu.edu/emergency-guide>

Emergencies, disasters, accidents, injuries, and crimes can occur without warning. Being prepared to handle unexpected emergencies is an individual, as well as an organizational responsibility. This Emergency Response Guide has been developed to assist with preparation for a tragic event. **Please read this guide thoroughly before an emergency occurs!** Acquaint yourself with the contents and keep this flip chart available in your office for immediate reference. Preparedness is often defined by how well you respond to and recover from an incident; be prepared.

Preload important phone numbers listed on the **contact & recent updates** section of this document into your mobile phone.

*What you can do to prepare*

- Keep emergency supplies in your office (medications, flashlights, comfortable shoes, bottled water, batteries, portable radio).

- Post this Emergency Response Guide in a visible location. Ensure staff is made aware of it's location.
- Become familiar with exit routes and assembly points around your building.
- Locate the nearest fire extinguisher and pull station.
- Complete and remain current on annual fire safety training.
- Register for Cardiopulmonary Resuscitation (CPR), Automated External Defibrillator (AED), First Aid, Crime Prevention, or other safety training courses.