



***NORTH CAROLINA A&T STATE UNIVERSITY  
DIVISION OF STUDENT AFFAIRS***

***STUDENT  
EMPLOYEE  
HANDBOOK  
2017-2018***

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## **Welcome Letter**

On behalf of the Student Center, I would like to commend you on becoming a part of the Student Center Team. Students and full-time staff members are expected to provide the highest quality of customer service possible within their area of responsibility.

Employees are expected to exhibit sound ethical and professional behavior while performing the duties of the position. The Student Center has a set of standards applicable to our dedicated student staff members. A few of those include: proper work attire, telephone etiquettes, computer use, cell phone use, above average GPA, good standings with the campus judiciary council, etc. Student staff is an intricate part of the Center's operation and we have realistic expectations and appreciation for them.

The Student Center is one of the top two or three departments that hire student employees directly through Career Services and Aggie Link. We are the "heartbeat of campus life" where there is energy and enthusiasm. We are the center of student programming, university events, and community functions. Quality customer service is who we are every day.

Again, congratulations on your assignment to the Student Center and we look forward to a successful school year here at North Carolina A&T State University!

Sincerely,

Carl Baker  
Executive Director

## **Vision Statement**

The Student Center is the community center of the college, serving students, faculty, staff, alumni and visitors. It provides services and conveniences that members of the college community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

Specifically, we envision that the Student Center will:

1. Be an integral part of the educational mission of the university by complimenting the academic experience through an extensive array of programs, student employment, and leadership development opportunities
2. Be a student-centered organization that values participatory decision-making
3. Provide state of the art meeting, gathering, office, community and study space equal to or better than other institutions
4. Support a diversified array of programming that reflects the needs of the campus community in order to enhance educational, cultural and social interaction
5. Provide a welcoming environment that is the center of campus life and accessible to all members of the North Carolina A&T State University community
6. Serve as a unifying force that honors each individual and values diversity

## **Mission Statement**

The primary mission of the Student Center is to provide services and promote programs that are responsive to student developmental, physical, social, recreational, cultural and educational needs. The Student Center offers a broad array of service programs, meeting spaces, and products for students including smart rooms, a game room, dining, retail, student activity and student organization programs and study and meeting spaces. It is the focal point of student involvement and campus life.

## **Core Values**

### **Service to Students**

In all its work, the Student Center puts a high value on service to students, who are our primary “customers”. Service to all customers is important.

### **Commitment to Continuous Improvement**

The Student Center is committed to “doing the right things right” and to continually improving quality of service. We believe in teamwork to improve efficient operation and to emphasize our value for community

### **Primary Purpose of the Student Center**

The Student Center functions as the “living room” of the campus for North Carolina A&T State University which serves as the focal point of student involvement and campus life. A primary goal of the Student Center is to promote an involved campus community through the various services, amenities and programs that are made available to students, faculty, staff, alumni, and the community.

During this period of transition, the Student Center offers limited room accommodations and setup services for events that vary from small group meetings to large banquets, comfortable lounge areas with wireless internet, an information center.

We strive to provide services and promote programs that are responsive to student developmental, physical, social, recreational, cultural and educational. The Student Center provides conveniences that members of the college community need in their daily lives and create an environment for getting to know and understand others through formal and informal associations.

## **Organizational Units**

The following units operate under the Student Center:

- **University Event Center (UEC)**

The UEC works with all University Departments and Student Organizations requesting use of campus facilities for event/meeting space. They chair the Logistics Committee that manages all major events on campus.

- **Campus Recreation Center(CRC)**

The CRC provides a broad and diversified program of sports and activities that meet the needs and interests of the entire campus community. These activities are organized and administered in a manner that is intended to provide a recreational break from academic pursuits, improve physical health, and develop skills and interests that contribute to healthy lifestyles.

- **Intramural Sports (IS)**

IS provides students with the opportunity to participate in their favorite sport on a competitive or recreational level. IS also provides an environment for students to stay active and healthy while meeting new people in a fun and refreshing atmosphere. The greatest opportunity lies in fostering personal growth through competition, self-testing, and teamwork that is found in participating in recreational sports. IS has expanded its program with the evolution of Aggie CORE, Campus Outdoor Recreational Experience. Core has provided the students with the opportunity to participate in activities such as whitewater rafting, hiking, zip line, snow skiing, skydiving, horseback riding, paintball, and rope courses.

## STUDENT CENTER Major Functions/ Annual Activities/ Services/ Programs

STUDENT CENTER – Moore Gym Lounge	CAMPUS RECREATION CENTER INTRAMURALS
Aggie Escort Shuttle Service	Intramural Sports Activities
Event Technical Support	Outdoor Recreation Activities
Event Set Up and Support	Fitness & Wellness Training
Information Desk Customer Service Center	Extramural Travel Teams (Women and Men Flag Football and Basketball)
Facility Maintenance & Upkeep	Annual Health Fair in collaboration with Health Center
	Stress Free Zone Area during Finals Week
	AED/CPR/First Aide Training Area for Student Staff and Full time staff Annually
	Annual ACIS Fitness Test
	Aggie Fitness Programming
	Information Desk Customer Service Center
	Cooperative Extension Way to Wellness Program for Faculty and Staff
	Facility Maintenance and Upkeep
	Preventative Maintenance on the Fitness Equipment

## UNIVERSITY EVENT CENTER

Major Event Logistical Planning

Event Technical Support

University Scheduling

Event Set Up and Support

**STUDENT CENTER - STAFF DIRECTORY****Administrative Staff**

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**CAMPUS RECREATION CENTER**

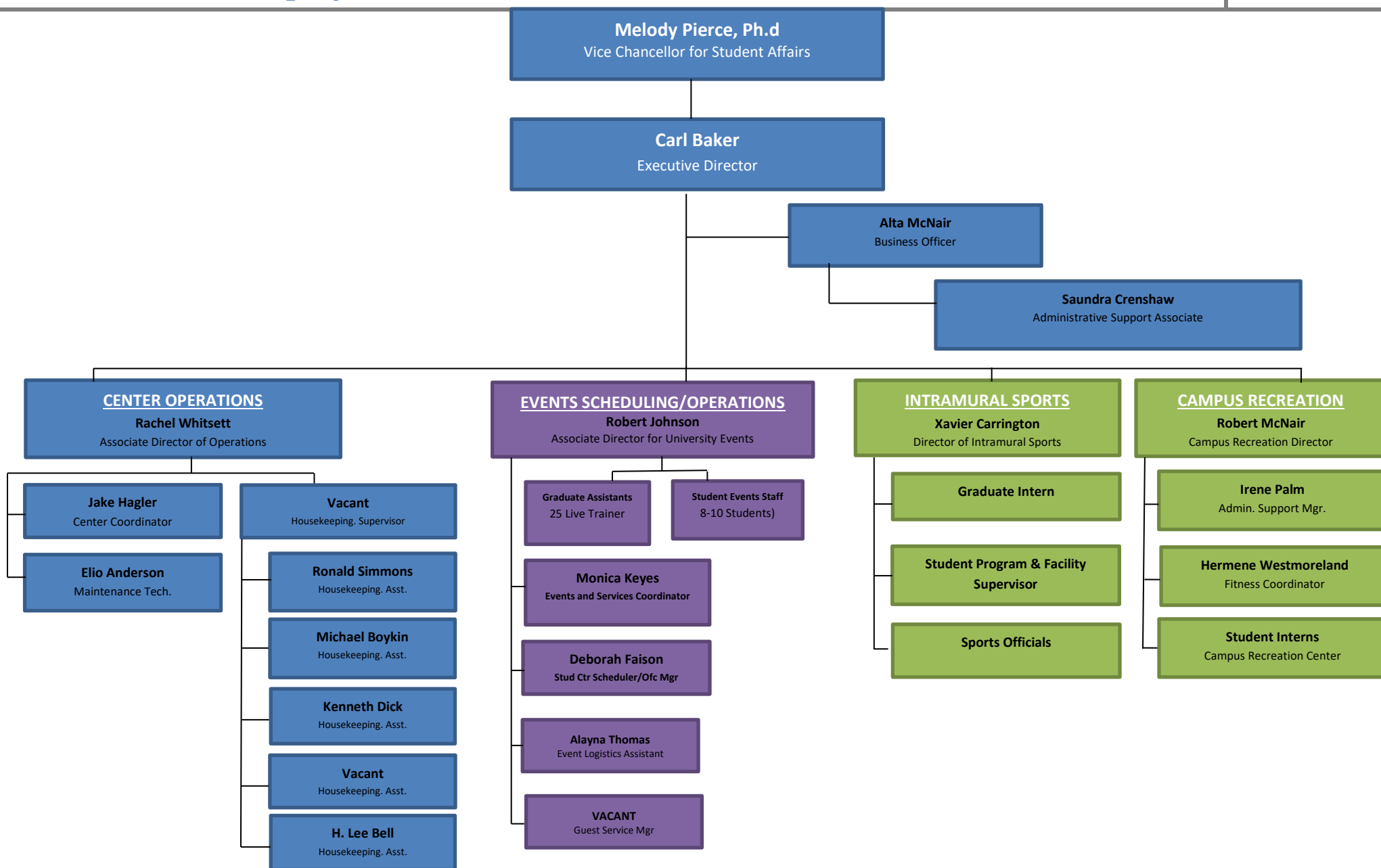
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## **Standard Office Procedures**

*Please understand the importance of your job performance as a student employee. If you are unable to abide by the following procedures please advise your supervisor as soon as possible, so that termination papers can be completed.*

- **Work Schedule**

It is important that you follow your assigned work schedule. If you are running late or will be absent please contact *your supervisor* in advance. Failure to do so will result in disciplinary actions leading up to termination of your employment/internship.

- **Assignments/Day-To-Day Tasks**

During your assigned time you will handle most of the day-to-day activities, such as greet students and visitor provide information about Center activities, deliver or pick up packages, etc. ***You are required to provide the appropriate Management Staff with an update on your task/assignment prior to your departure for the day.***

- Don't go into any staff person's desk or files, unless permission is granted from someone in this office.
- When acting as a courier for the office, deliver materials as instructed and **return promptly**. Should you have a question about materials to be collected, please call the office for further instructions.

- **Front Desk Staffing**

All Student Employees will share in the responsibility FOR staffing the front desk. The first and most important role in staffing the front desk is to be the office gatekeeper. You are the first person people see when they walk in, and normally the first person they speak to when they call. You must be both friendly and polite to whoever comes in or calls, but also retain your authority as the gatekeeper. Keep this in mind that your attitude will reflect either positively or poorly on the department as a whole. ***Exceptional customer service is required at all times.***

- When interacting with the public **always address persons as Dr., Ms., Mrs., Mr., and Sir** and remember to use please and thank you.

- **Telephone Calls**

Remember that this is a business phone; therefore, personal calls should be limited while on the job. Please ask before you use the phone. Please do not have your friends call the office; after all, this is your place of employment. ***\*Personal telephone calls should be minimal and cleared through the supervisor.***

# Student Employee Handbook

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- **Telephone Greeting**

The following instructions may be used when answering a telephone call:

- **Greet the caller:** "Good morning (afternoon, evening), the Student Center"
- **Introduce/identify yourself and the office:** "This is ..."
- **Fact-finding question:** "How may I assist you today?"

- **Transferring/Re-Routing Calls**

Always direct the person appropriately and directly. This means, if someone calls in and needs to be transferred, you need to get their name and the nature of the call. In routing the caller to the appropriate department, inform the receiver that you are transferring a call and provide the information you obtained from the caller. ***Never blind transfer a call.***

- **Visitation**

Since NC A&T has many students, extended conversation and socializing can be distracting to others and disrupt work. Please discourage friends and family from visiting you at work. Also, due to the occupancy restraints within our current office location, mainly the front desk area, casual visitation is not allowed for student employees. There should be NO visitors loitering in the front area at any time! All visitors that enter the office are required to log their visit. Visitors/Guests requesting the Director should be directed to the Administrative Staff in Suite 200. In their absence, please inquire the nature of the visit prior to informing the Director and provide him with the information.

- **Workstation**

You are required to maintain a neat and professional workstation at all times. We must maintain a professional image at all times, in preparation of visitation from prospective students, parents, as well as our internal and external clients.

- **Office Documents and Materials**

All materials generate a rapid turnaround time. When documents are submitted to you, immediately place in the proper trays or immediately hand them over to the proper office person as you are instructed by the person in charge.

- **Copier Printing**

Printing materials must be approved prior to printing. If materials are printed without approval they will be discarded and you will be subject to disciplinary actions leading up to termination of your employment/internship. ***There is no approval for printing for anyone outside of this Office.***

- **Media**

Clearance for media contact/interview **must come from University Relations**. As a result, if this office is contacted by the media, refer the call to the Executive Director or person in charge of the office in the executive director's absence. YOU ARE NEVER TO COMMENT (or answer questions) TO THE MEDIA FOR ANY CAMPUS OFFICE OR FOR THE UNIVERSITY.

- **Internet Use**

Adhere to policies and procedures set by the Division of Information Technology. Checking of email and web access should be limited to your student status with the university.

- **Office Equipment and Supplies**

If you need to use any office equipment and supplies for educational purposes, please request this of your supervisor before you use anything. NO CLASSROOM ASSIGNMENT SHOULD BE DONE WHEN YOU HAVE SIGNED IN FOR YOUR WORK ASSIGNMENT.

- **Electronic Devices**

When using your cell phone, please refrain from talking in the office. Firstly, consult with your supervisor and step outside of the office. If violation of the cell phone policy occurs, disciplinary action may follow. Do not use any music devices, iPads, smartphones, laptop, etc. for personal use while at your work station unless authorized by your supervisor.

## **Professional Behavior**

### **Eligibility Requirements**

- Student must have and maintain an overall GPA of 2.5 or greater
- Student must have an attempted hour/earned hour completion rate of 80%
  - Unless the student is a double major or a transfer student, he/she should not have attempted more than 126 hours
- Student must be enrolled full-time (undergrad-12hrs, graduate-9hrs) in the current session to be eligible for employment. (For summer sessions, if not enrolled in a summer session you must be registered for the upcoming fall semester).
- Student must have a good judicial standing as determined by the University Student Conduct Office

Please note: a written notice will be submitted if you drop below the eligibility requirements indicating that your status has changed to probation. Failure to improve during probationary period will result in dismissal.

# Student Employee Handbook

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## Appearance (Attire)

Student employees are expected to dress appropriately and in a manner consistent with the university's public interests. Student employees are expected to dress professionally and in a manner that is not offensive to the public that you are serving. No cell phone or radio headphones are allowed in the work area

### Ladies

- No tank tops, camisoles, or spaghetti strap tops
- No flip flops
- No short shorts or skirts
- Outfits cannot be revealing
- No hats, hair rollers, etc.
- No sleepwear or slippers
- No low cut shirts

### Gentlemen

- No flip flops
- No gym shorts
- No sport jerseys without a under shirt
- No tank tops
- No head gear or hats
- No explicit shirts promoting violence, sex or offensive images, and drug use
- No sagging pants revealing underwear

## Food

Food should never be eaten at the desk. Eat before you come to work. If you must eat something due to a health condition, notify the Executive Director or the person in charge of the office.

## Rest Periods/Breaks

Employees who work four consecutive hours are entitled to and should take a 15-minute rest period. During this period, you are encouraged to leave your work station and relax. Rest periods may NOT be accumulated to extend your lunch hour, arrive late or leave early.

## Risk Management

- **Be Aware:** Always be aware of your surroundings. Try to anticipate any problems and move to correct them as quickly as possible.
- **Think Prevention:** Take an active role. Use equipment correctly and survey activity area for potential hazards.
- **Think Safety:** Above all, be aware of safety in any activity in which you may be involved.

## Safety and Injuries

If you get hurt during working hours, immediately report your injury to the management staff before you go to an authorized medical provider, unless your injury requires emergency medical care.

## Student Employee Pay Process

- **Stipend Pay Schedule**  
Your paycheck will be deposited directly into your checking or savings account on the last working day of the month during your employment period.
- **Bi-Weekly Pay Schedule**  
Time worked must be submitted into Banner Payroll to your immediate supervisor upon completion of time worked and prior to scheduled deadline date posted on Human Resources website. Failure to submit time worked by noted deadline will result in payment delay (next scheduled pay period). If time is submitted appropriately prior to scheduled deadline, your paycheck will be deposited directly into your checking or savings account as scheduled on the Human Resources website during your employment period.

## Student Work Schedule

Your work hours will be determined by the Management Staff. **Don't use work study time to complete your homework assignment.**

## Attendance

- If you are going to be late or cannot get to work on time, notify your supervisor or designee as soon as possible (prior to time to report).
- Do not have other individuals report your need to be absent due to tardiness or sick leave when your absence does not prevent you from making such calls.
- Leave a message in voice mail only when you **cannot** reach your supervisor directly, or send an email. A text message is not acceptable if not previously agreed upon with your supervisor.

## Attendance (continued)

- Work requirements will be adjusted by the supervisor when you have an emergency, illness, or serious obligation.
- When you have the flu with a fever or other contagious conditions; you are encouraged to take time off until your health improves. If you come to work sick, you will be asked to leave. (With regard to your financial obligations, you will be allowed to make the time up, if possible).
- Remember, be safe. If you are late, call before you start driving or pull over to a complete stop. Do not call while you are driving.
- Your absence **without notice** may cause major problems in the delivery of service to clients. The **first** and **second** failure to report for regularly scheduled work will result in both a verbal and written reprimand. The **third** occurrence will result in termination from your employment with the Student Center.
- You **will not be permitted to work on or during Fall/Spring Break, university holidays and during your class schedule, or more than your assigned hours as approved by the Director.**

## Continued Employment

Continued employment is never guaranteed. The university reserves the right to make changes in staffing and programs as needed.

## Supervisor's Responsibilities

For most students, on-campus employment is the first opportunity in seeking and obtaining employment. For this reason, it is important that supervisors provide the student employee with adequate orientation, on-the-job training, and discussion of the dress code, guidance, motivation, open communication and feedback. Students should never replace primary staff employees. Remember that student workers are students first and employees second. It is important to be flexible in accommodating academic obligations within means.

## SUPERVISOR'S RESPONSIBILITIES ARE LISTED BELOW:

1. Provide the student employee with valuable training and experience that will complement and reinforce the student's educational program and/or career goals.
2. Provide the student with a copy of the job description. It is essential that the supervisor clearly explains; provides the job duties and performances expected of each student employee and provide sufficient opportunity for questions and clarification.

**SUPERVISOR'S RESPONSIBILITIES ARE LISTED BELOW (continued):**

3. Discuss any problems with the student employee immediately and provide assistance where needed, especially in terms of work performance.
4. Monitor the total hours worked each month by the student employee to ensure that the maximum earning or the maximum hours per week have not been exceeded. A supervisor's approval of time log indicates that the supervisor has verified that the student has not worked in excess of the supervisor establish policy for recording time worked daily.
5. Ensure that the student's time sheet is approved for processing of payment on or before the deadline.
6. Ensure that the student is working in a safe environment. If a student employee is injured while performing his/her work assignment, the supervisor should report the injury to the Executive Director, Mr. Carl Baker.
7. Conduct an evaluation for each student assignment under his/her supervision per semester of employment.
8. Notify the director if a student employee is terminated or has not reported to work.
9. Ensure that the student does not work more than 20 hours per week.
10. Ensure that the student does not work during scheduled class time.
11. Safety of all employees cannot be stressed enough. Emergency Action Plans should be in place for all departments. Plans should cover the following (where applicable): fire, bomb threat, severe weather, participant/employee injury, etc.

**Employment Evaluations – see attached form**

All student employees will receive written evaluations by the management staff. Individual evaluations take place at the end of your employment period. The intent is to better prepare student employees for the competitive job market and, when necessary, to address areas that need improvement. It also provides a record for future job references. During your employment, you will be evaluated on the following:

- |                              |   |
|------------------------------|---|
| a. quality of work           | e. job knowledge                        |
| b. quantity of work          | f. attendance                           |
| c. dependability             | g. professionalism and customer service |
| d. relationships with others |   |



## Termination

Failure to perform in a professional manner during your employment period may result in disciplinary action. During your employment period, you are expected to practice strong professional skills and behavior. Disciplinary action may be initiated when a student employee exhibits a documented pattern of behavior, which may include but is not limited to the following:

- Tardiness or lack of attendance during employment period
- Poor interpersonal skills and inability to work with others, evidenced by the director or those in charge
- Unethical, threatening or unprofessional conduct
- Lack of insight into his/her own behavior and frequent blame of others or external factors for failures and difficulties in the environment

Should it become necessary to recommend that a student be terminated prior to the end of the work period due to failure to perform the job responsibilities within the means of the job description, poor work performance, excessive absenteeism or other reasons, an Employment Release must be completed along with a Student Performance Evaluation form. **The supervisor will first meet with the student to inform him /her of the unacceptable performance and give the student an opportunity to respond followed by a response in writing to the student stating the reason(s) for termination and the date of termination.** The supervisor should file a copy of the termination letter or Employment Release form in the student's file in the office, keep a copy for his/her records as well as provide the student with a copy for his/her record. These forms should be completed and submitted as soon as it becomes apparent that the student is not fulfilling the expectations of the position.

Some of the reasons for termination are:

1. Failure to report to work
2. Failure to report for work at the scheduled time
3. Repeated tardiness
4. Unacceptable behavior
5. Insubordination
6. Failure or inability to perform requirements
7. Falsification of time submittals
8. Theft or embezzlement
9. Destruction of university property
10. Threats or use of physical force
11. Any illegal activities conducted on university property, including alcohol or drug use
12. Failure to comply with the policies and procedures as established within the department employed

Some of the reasons for termination are (continued):

13. Additional aid is received on behalf of the student and the student is over-awarded
14. Use of profanity
15. Constant visitors during work hours
16. Non-staff members allowed to utilize office equipment such as computers, etc.

**All work conduct that is misconduct prohibited by the university or a violation of state or federal law will also be reported to the proper university authorities.**

### **Student Complaint Procedures – see attached [Complaint Policy and Form](#)**

It is encouraged that in times of conflict, the student and the supervisor will discuss any work related problems in a timely manner. **A supervisor should make all attempts to resolve any complaint or concern with the student as quickly as possible.** All efforts will be made to resolve the complaint in a manner conducive to all parties. If a supervisor and student cannot agree upon a mutually satisfactory solution and the student believes that treatment during the employment period or termination is unfair:

- The student may appeal the decision in writing to the Supervisor in charge of the Area (the Executive Director) who will conclude the complaint.
- in the case of a complaint from a student in the office of the Executive Director , the student may appeal the decision in writing to the Assistant Vice Chancellor for Student Affairs for Administration who

### **Confidentiality of Student Records/FERPA**

Student employees are required to adhere to NC A&T's confidentiality policy. All student employees are required to abide by the policies governing review and release of student education records. The Family Education Rights and Privacy Act (FERPA) of 1974 mandates that information contained in a student's education records must be kept confidential, including:

- Class Schedule
- Academic Transcripts
- Grade/GPA Information
- Student Banner or SSN – may not be given out or posted in any manner
- Student Disciplinary Records

Records must be treated confidentially and professionally. Any student employee who provides confidential information to anyone will be **terminated immediately**. You are required to report to the management staff anyone's attempts to gain unauthorized access to information.

Adhere to the following guidelines to prevent pressure on yourself concerning access to records.

- **DO NOT** let friends, relatives or acquaintances know you have access to confidential data.
- **DO NOT** use computer terminals or files for any purpose other than to perform functions assigned to you by your immediate supervisor or Office Manager.

**Student Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Supervisor Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Confidentiality Agreement Form**

I understand that by virtue of my employment with the **Student Center, North Carolina A&T State University**, I may have access to records which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. I acknowledge that I fully understand that the intentional disclosure by me of this information to any unauthorized person could subject me to criminal and civil penalties imposed by the law. I further acknowledge that such willful or unauthorized disclosure also violates North Carolina A&T State University's policy and could constitute just cause for disciplinary action including termination of my employment regardless of whether criminal or civil penalties are imposed.

---

**Student Signature****Date**

---

**Student Printed Name****Banner ID#**

**North Carolina A&T State University  
Division of Student Affairs  
Student Center**

**Student Employment Handbook State of Understanding Form**

Date: \_\_\_\_\_

I, \_\_\_\_\_ received and read a copy of the **Student Center Student Employment Handbook**. I understand that it is my responsibility to make myself aware of the guidelines and requirements of the **Student Employment Handbook**. I also understand that it is my responsibility to follow the guidelines of this handbook and that my failure to do so can result in my termination of employment and possible violations of the student code of conduct and law violations.

I also understand that if my supervisor and/or the office director deem that I am not demonstrating satisfactory performance, skills or dispositions, I will be notified in writing and a performance plan addressing areas of concern will be developed for me. If I continue to display unsatisfactory performance, skills and/or disposition, I may be dismissed or terminated from the Student Center and, depending on the nature of dismissal, be reported to the Division of Student Affairs.

Furthermore, I acknowledge that all of my questions concerning the **Student Employment Handbook** have been addressed prior to signing this agreement.

\_\_\_\_\_  
(Print Student's Name)

\_\_\_\_\_  
(Student's Signature)

\_\_\_\_\_  
(Date)

\_\_\_\_\_  
(Supervisor's Signature)

\_\_\_\_\_  
(Date)



**NORTH CAROLINA AGRICULTURAL AND TECHNICAL  
STATE UNIVERSITY**

**DIVISION OF STUDENT AFFAIRS**

**Student Complaint Policy**

North Carolina A&T State University is committed to a policy of fair treatment of its students in their relationships with fellow students, faculty, staff and administrators. Students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved when possible. For matters where a resolution is not feasible, a Student Complaint Form can be completed and filed with the Vice Chancellor for Student Affairs Office located in Suite 100 Murphy Hall. Action response dates by responsible parties are recorded on the form as well as the name of specific responding staff member. To ensure fair and consistent treatment and a timely resolution of complaints, the following steps should be followed:

- Step 1:** As indicated above, the student should attempt to resolve the complaint by directly contacting the individual(s) involved, when possible. If the issue is not resolved, the student should contact the supervisor of the academic or administrative unit out of which the issue has arisen.
- Step 2:** If the student receives no response or an unsatisfactory response from department and/or supervisor, the student may then complete the *Student Complaint Form*, which will be available on-line or in the Office of Student Services, and submit the completed form to the Office of the Vice Chancellor for Student Affairs in Murphy Hall.
- Step 3:** The administrative support associate in the Office of the Vice Chancellor for Student Affairs keys in the *Student Complaint Form* into the *Student Complaint Log* before forwarding the completed form to the Assistant Vice Chancellor for Student Affairs/Auxiliary & Enrollment Services (AVC for Student Affairs).
- Step 4:** The student who submitted the complaint will receive an acknowledgement of receipt from the AVC for Student Affairs. **If the complaint is covered by a formal written policy, the AVC for Student Affairs will explain that the student must file a formal written report and close this complaint.**
- Step 5:** The AVC for Student Affairs will forward the complaint to the academic Dean or unit supervisor with oversight of the area out of which the issue has arisen for resolution.
- Step 6:** The Dean, or the Dean's designee, or unit supervisor will forward the resolution to the AVC for Student Affairs and to the Provost.
- Step 7:** The AVC for Student Affairs will document resolution in *Student Complaint Log* housed in the Office of the Vice Chancellor for Student Affairs.
- Step 8:** Upon resolution, the complaint form is returned to Office of the Vice Chancellor for Student Affairs who forwards the decision to the student and all parties involved.

NORTH CAROLINA A&T STATE UNIVERSITY  
DIVISION OF STUDENT AFFAIRS  
Student Complaint Form

Today's Date: \_\_\_\_\_

Student Name: \_\_\_\_\_ Banner ID: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Date of Incident: \_\_\_\_\_

Is complaint against a person or department? Person ☐ Department ☐

Name of Person or Department: \_\_\_\_\_

Please describe your complaint. (Include specific details—i.e., who, what, etc.). Attach separate sheet if needed.

Have you spoken with an A&T staff member regarding your complaint? Yes ☐ No ☐

To whom did you speak? What was the outcome?

Student Signature \_\_\_\_\_ Date \_\_\_\_\_  
*Please submit this form to the Office of Vice Chancellor for Student Affairs—Suite 100 Murphy Hall*

**For Office Use Only**

Reviewed By: \_\_\_\_\_ Date: \_\_\_\_\_

Action Taken:

☐ Referred student to \_\_\_\_\_  
Department/Person

☐ Referred student to University policy. \_\_\_\_\_  
Please indicate policy.

**Check below for student to student conflicts only.**

☐ Referred student to mediation services located in Office of Residence Life.

☐ Resolution is in progress.

☐ Resolution is completed. Please indicate action taken. (Attach additional sheet if needed.)

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Student Complaint Form – February 2010





**STUDENT AFFAIRS  
STUDENT EMPLOYEE EVALUATION FORM**

Name

Evaluation Term:

Employment Area:

Position:

Contract Period: From [Click here for Semester](#) [Click here for year](#) To [Click here for Semester](#) [Click here for year](#)

Performance Factors	Performance Evaluation (Please use the rating scale below)				
	Excellent	Above Average	Average	Below Average	Unsatisfactory
<b>Quality of Work</b> Accuracy, thoroughness	Consistently excellent, errors, seldom <input type="checkbox"/>	Better than average, few errors <input type="checkbox"/>	Consistently satisfactory, occasional errors <input type="checkbox"/>	Frequent errors, careless <input type="checkbox"/>	Unsatisfactory, many errors <input type="checkbox"/>
<b>Quantity of Work</b> Productive Output	Output unusually high, exceptionally fast <input type="checkbox"/>	Does a good day's work, better than average quantity <input type="checkbox"/>	Average, turns out required amount of work, seldom more <input type="checkbox"/>	Slow output, frequently below required quantity <input type="checkbox"/>	Output inadequate to retain on job <input type="checkbox"/>
<b>Dependability</b> Follows instructions, judgment	Consistently dependable <input type="checkbox"/>	Dependable in most respects <input type="checkbox"/>	Ordinarily dependable <input type="checkbox"/>	Frequently undependable <input type="checkbox"/>	Consistently undependable <input type="checkbox"/>
<b>Relationship with Others</b> Attitude, ability to get along with others, participative	Consistently inspires & work with and assist co-workers <input type="checkbox"/>	Quick to volunteer to work with and assist others <input type="checkbox"/>	Generally works well with and assist others <input type="checkbox"/>	Cooperates only when has to, frequent conflict <input type="checkbox"/>	Consistently does not work well with or assist others <input type="checkbox"/>
<b>Job Knowledge</b> Familiarity and comprehension	Consistently knowledgeable <input type="checkbox"/>	Exhibits sound working habits, understands <input type="checkbox"/>	Average willingness to learn job requirements <input type="checkbox"/>	Frequently unknowledgeable <input type="checkbox"/>	Lack of knowledge is poor <input type="checkbox"/>
<b>Attendance</b> Works according to schedule	Consistently present & on time <input type="checkbox"/>	Seldom absent or late <input type="checkbox"/>	Average attendance usually on time <input type="checkbox"/>	Frequent absences and tardiness <input type="checkbox"/>	Attendance too poor to retain <input type="checkbox"/>
<b>Professionalism &amp; Customer Service</b> Positive Image, Service Oriented	Exceptional professional and customer service skills <input type="checkbox"/>	Represents self & organization in a positive manner <input type="checkbox"/>	Adequate professional and customer service skills <input type="checkbox"/>	Has some difficulty with professionalism and customer skills <input type="checkbox"/>	Exhibits little to no professionalism and/or customer service skills <input type="checkbox"/>
<b>Overall Rating</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Supervisor's Comments:

Recommendation to Continue (Check One): ☐ Yes ☐ No

*Signatures Required*

Student

Date

Supervisor

Date

Executive Director

Date

Student Employee Evaluation Form-10/12-Tashaun Long Elliott