

**CALIFORNIA STATE UNIVERSITY, LOS ANGELES**  
**Career Development Center**



**STUDENT EMPLOYEE HANDBOOK**  
**January 2002 – Revised November 2004**

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**PURPOSE**

This handbook is intended to provide general information and answer questions you may have concerning your employment. As a student employee you play a significant role in the workforce of the University.

We encourage you to ask your supervisor any questions not addressed here. You may also contact the Student Employment Office of the Career Development Center for more information at extension 3-3277.

**NONDISCRIMINATION POLICY**

California State University, Los Angeles, affirms its commitment to equality of opportunity for all individuals. This commitment requires that no discrimination shall occur in any program or activity of the University on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, pregnancy, age, disability, veteran's status, or any other classification that precludes a person from consideration as an individual. This policy is in accord with Title VII of the Civil Rights Act of 1964, as amended, Title IX of the Educational Amendments of 1972, as amended, Sections 503 and 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, the Vietnam Era Veterans' Readjustment Act of 1974, and related administrative regulations and executive orders. Inquiries concerning the application of Title IX, Sections 503 and 504, and other nondiscrimination laws may be referred to the Office for Equity and Diversity at (323) 343-3040, the campus office assigned the administrative responsibility of reviewing such matters. Title IX inquiries may also be directed to the Regional Director of the Office for Civil Rights, Region IX, Old Federal Building, 50 United Nations Plaza, Room 239, San Francisco, CA 94102.

**WORK SCHEDULE**

Your daily work schedule must be approved by your supervisor each quarter. If you are sick or unable to report to work, you must inform your supervisor immediately. Repeated absences or late arrivals are grounds for termination. Planned absences should be arranged in advance and approved by your supervisor.

## **WORK HOURS**

Student employees are limited by Cal State L.A. and The California State University policies to working a maximum of 20 hours per week when classes are in session. The supervisor may request, if necessary, that Student Assistants be allowed to work up to 40 hours per week during **quarter breaks only**. Students may hold more than one position on campus as long as the combination from all positions **does not exceed 20 hours per week**, including employment by non-State campus entities, e.g., U-SU and UAS.

## **ELIGIBILITY FOR EMPLOYMENT**

Student employees must have and maintain a minimum GPA of 2.0 each quarter, and must be currently enrolled at least half time during each quarter of employment (undergraduate: 6 quarter units, graduate: 4 quarter units). Summer quarter is the **only** quarter a student may not be enrolled, provided the minimum unit requirement was met during the Spring quarter and will have the minimum unit requirement for the Fall quarter. Work-study student employee must have and maintain an overall GPA of 2.15 and **must** be enrolled in 6 units every quarter.

## **BENEFITS AND HOURS OF WORK**

Student employees are not eligible for overtime, paid holidays, vacation, sick leave, jury duty, unemployment insurance, medical benefits, or permanent status. They are, however, eligible for worker's compensation. Student employees are paid only for the hours worked and documented on the Student Time Voucher. Hours worked by student employees are normally within the time that the University is open for business.

## **PUNCTUALITY**

Arriving on time for work is very important. The office and your supervisor depend on you to show up on time as scheduled. Begin now in establishing this important work habit.

## **REST PERIODS**

Students working a consecutive 4-hour work period may take one paid 10-minute break. Students working more than 6 consecutive hours (6.1 and above) are required to take an unpaid 30-minute lunch break. Students working less than 4 consecutive hours **are not** entitled to a break. Supervisors may determine when breaks are taken, but they should not be taken at the beginning or end of the work period. Unused breaks are not cumulative or eligible for extra pay. Breaks are to be taken away from the work area. Do not distract co-workers while you are on a break.

## **PAY DAYS**

Paychecks are issued by the Payroll Office and are distributed by your department on the 5<sup>th</sup> of each month, unless the 5<sup>th</sup> falls on a holiday. Your paycheck covers the previous pay period. A pay period begins on the 21<sup>st</sup> of the month and ends on the 20<sup>th</sup> of the following month. You, and your supervisor, must sign your time voucher and it must be submitted by your department attendance clerk to the Payroll Office for Student Assistants or to the Financial Aid office for Work-Study students by 10:00 am on the assigned due date. Late time voucher submission will result in a delay in receiving your paycheck. Take responsibility in making sure your time voucher is accurate, completed and signed.

## **SALARY RATES**

Your pay rate is determined by your department as specified in the Student Employment Classification and Pay Plan. Your classification depends on the duties and tasks assigned. Your supervisor should inform you of your pay rate and classification at the time of your hiring. Student employees are not eligible for paid holidays, vacation, sick leave, jury duty, unemployment insurance, medical benefits, or permanent status. Student employees are paid only for the hours worked and documented on the Student Time Voucher.

## **SALARY INCREASES**

Salary increases are normally considered at least once per year and are based on the length of service and work performance or on the assignment of additional or higher level responsibilities. Salary increases may be given after 6 consecutive months of employment. Salary increases are not mandatory at this time and is at the discretion of the employer.

## **PERFORMANCE APPRAISALS**

A formal written performance appraisal may be given at any time during your employment as determined by your supervisor. While formal appraisals are required once a year, students should feel free to discuss their performance with their supervisors at any time. Ask your supervisor for periodic evaluations, as evaluations can be educational and helpful in securing future employment.

## **RESIGNATION**

Students should give supervisors at least a two weeks' notice when planning to resign. At that time, you might also ask your supervisor for permission to use them as a reference or to request a letter of recommendation for future employment.

## **STUDENT/SUPERVISOR RELATIONS**

The relationship between students and supervisors should be open and honest. Everyone needs to work together to make the University run as smoothly and efficiently as possible, always keeping customer service as the highest priority. Students should feel comfortable discussing any work-related issues with their supervisors. Students are also encouraged to make suggestions which might enhance service to customers.

If there is a time when you and your supervisor do not agree, you are urged to discuss your work-related problem or complaint with your supervisor. Communication with your supervisor is an important job skill and most important in resolving differences. If discussions with your supervisor have not resolved the issues, you may want to meet with the department chairperson or the Student Employment Coordinator of the Career Development Center. If a solution still has not been reached, a formal grievance procedure is available for the student employee.

## **USE OF UNIVERSITY EQUIPMENT**

University equipment (including telephones, computers, printers, facsimile machines, copiers, supplies, etc.) should be used only for Official University business. Use of State property for personal use is prohibited. Personal use includes homework during working or non-working hours. Such misuse is cause for termination.

## **DRESS CODE/OFFICE DECORUM**

Student employees must dress appropriately for the area in which they work, as determined by the supervisor. Short shorts, ripped jeans, mid-riffs, etc. are not proper attire in any working environment. Student employees are frequently the first contact for customers. In order to create a positive and professional impression, students are encouraged to be neat and clean at all times. Bad habits, such as visiting with friends while on the job, eating or drinking while working, unnecessary or noisy conversations, tardiness, and repeated absences prevent a student from getting their work done and place unfair burdens on co-workers. Poor habits such as these must be corrected before serious consequences are implemented.

## **CUSTOMER SERVICE**

Cal State L.A. is a customer service organization. Friendliness, pride in work, and cooperation not only keep the customers satisfied, they also make working more enjoyable.

As representatives of Cal State L.A., student employees are expected to be courteous and helpful to all customers. Often customers will have questions for which students do not

have the answer. When this occurs, try to direct the customer to the person who does know the answer—a co-worker, supervisor, or director.

Always refer angry or frustrated customers to supervisors or directors. Whenever you feel uncomfortable with a customer or a customer's inquiry, refer the matter to your supervisor. Always remember to:

- Be approachable—let the customer know you are willing to help.
- Express an interest in the customer's problem.
- Listen to the customer—be sure you understand what they need.
- Follow up. Direct the customer to someone who might be able to help or ask the customer to return for more assistance if still not satisfied.

## **TELEPHONE ETIQUETTE**

Most departments on campus have their internal policies regarding telephone etiquette. Check with your supervisor. Proper telephone etiquette is an essential skill. When answering the telephone, remember to:

- Answer promptly and pleasantly
- Identify yourself and your service area
- Listen attentively to the caller
- Use the caller's name if possible
- Thank the caller

When answering the telephone, also be prepared to take a message. When taking a message, be certain to write the following:

- Caller's name (ask for spelling, if necessary)
- Caller's telephone number
- Caller's department or place of business
- Date and time message was taken
- Nature of the call

When transferring a call, let the caller know to whom and to what number they are being transferred.

## **PARKING**

Student employees who wish to park on campus must purchase a student parking permit. Student employees are not eligible to park in faculty/staff spaces.

## **DRIVING**

If your job requires driving a vehicle, you must have a valid driver's license and have taken the State-sponsored Defensive Driving Class. Check with your supervisor about registering for a driving class.

## **STAFF TRAINING CLASSES**

The Office of Environmental Health, Safety, and Risk Management offers numerous free classes each quarter on a variety of job-related topics. Check with your supervisor about registering for these classes.

## **SAFETY**

Safety is a part of everyone's job. In situations where health and safety are concerned, it is always better to be safe than sorry. Safety or security issues should be reported to your supervisor immediately.

## **ESCORT SERVICES**

Escorts are available to accompany students to their cars Monday through Friday evenings from 6:00 –11:00 p.m. To request an escort, dial extension 3-3700.

## **EMERGENCIES**

To report an emergency on campus anytime, dial 911. The University Police will then determine if further assistance is warranted. The University Police can also be reached by dialing 3-3700.

## **INJURY**

If an injury occurs on campus, call University Police at extension 3-3700 to secure proper medical care and direction. The student's supervisor should also be notified as quickly as possible. You should not seek medical treatment from your own physician for a work-related injury unless you have made prior arrangements with Human Resource Management and the Environmental Health, Safety, and Risk Management Office.

## **SAFETY HAZARD**

Report safety hazards to the Environmental Health, Safety, and Risk Management Office at extension 3-3531. Spills, overflowing sinks and toilets, loose shelves, broken chairs, etc. should be reported to your supervisor so that Facilities Services may be contacted.

## **FIRE PREVENTION**

Fire extinguishers, fire doors, hoses, and sprinklers are available and vital for fire prevention. Know the location of such equipment in your work area. In case of fire, call 911 **immediately** and then notify your supervisor or director. University Police will contact the fire department.

## **GOOD WORK HABITS**

It is extremely important to develop good work habits from the first day on your job and keep them throughout your working life.

BE DEPENDABLE	Show up for work every working day and be on time.
BE EFFICIENT	Get your work done accurately and promptly. Use your time for working, not for personal business, which includes friends stopping by to socialize.
EXERCISE INITIATIVE	Do what needs to be done without being told. Once you have learned your job and can proceed on your own, do a little more than just what you're asked to do.
BE HONEST	Don't abuse time by arriving late or quitting early. Always be honest no matter what the situation is.
BE CONGENIAL AND COURTEOUS	Do your best to get along with everyone. Be someone with whom others enjoy working. Be pleasant, tactful and considerate.
BE NEAT AND CLEAN	Use good taste in dressing and grooming for work. Neatness also applies to the work itself.
SHOW ENTHUSIASM FOR YOUR WORK	You may not like every task, but emphasize the positive aspects of your job while taking the negative in stride—every task is important.

**ACCEPT CRITICISM**

Be willing to learn and improve from constructive criticism.

**STAY IN GOOD  
HEALTH**

Health and safety habits are important for success in your life and on your job. You work best when you feel good and well rested.

**FOLLOW DIRECTIONS  
AND BE WILLING TO  
LEARN**

Be sure you understand directions and follow them in doing your job. If you are given the opportunity to learn new skills, take it. It could mean a promotion for you later.

**FOR FURTHER INFORMATION OR QUESTIONS CONTACT:**

<b>OFFICE</b>	<b>LOCATION</b>	<b>TELEPHONE</b>
Student Employment Office	Career Center Room 40	(323) 343-3277
Financial Aid Office (Work-Study)	Student Affairs Bldg. SA 124	(323) 343-3266
Payroll Services	Administration Bldg. Adm 601	(323) 343-3680
University Police	Building C	(323) 343-3700
Student Health Services	Health Center	(323) 343-3301
Office of Equity & Diversity	Administration Bldg. Adm 605	(323) 343-3040