

18-19

STUDENT EMPLOYMENT HANDBOOK

LA SIERRA UNIVERSITY



Student employment is an integral part of the La Sierra University community that benefits both students and the university. The program provides students with the opportunity to develop valuable work habits, skills, money management practices, contacts, and leadership qualities that can prove beneficial to a student's future career success.

This handbook is designed to help student employees understand the employment process, and the responsibilities as a student employee of the university. Please read it thoroughly, and refer to it often.

This manual, as well as many of the forms referenced, can be found at <https://lasierra.edu/hr/student-employment/>.

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MESSAGE FROM STUDENT EMPLOYMENT COORDINATOR

Congratulations on obtaining employment as a student employee at La Sierra University. It is my sincere hope that this opportunity will be a wonderful learning experience that supplements your academic pursuits within the university.

Student employees are a valuable asset to the university and the departments in which they serve. Your responsibilities as a student employee should not be taken lightly and you should continually challenge yourself to exceed the expectations put forth by your supervisors. While your responsibilities to the job are important it is not intended that student employment should ever overshadow your educational goals and therefore throughout this manual you will read about your responsibilities as a student employee which must always be followed.

This manual is intended to help guide you through the process of being a successful student employee at La Sierra University. Please take the time to read it in its entirety and make sure to keep it in a place where it can be easily reviewed from time to time.

Unfortunately, it is not possible to address all of your potential questions within this manual, so I urge you to frequently talk to your supervisor and ask questions on a regular basis. Communication will be a crucial piece to your success as a student employee. You are also welcome to visit the Office of Human Resources at any time for assistance.

Sincerely,

Desiree Noah
Assistant Director/Student Employment Coordinator
Office of Human Resources
Administration Building Room 220
Tel: (951)785-2088
dfnoah@lasierra.edu

Contact Guide

HUMAN RESOURCES OFFICE

Questions regarding your time as a student employee.

Administration Building, 220 (Upper Level) (951)785-2088 or hr@lasierra.edu

PAYROLL OFFICE

Available to assist with questions pertaining to direct deposit, taxes, W2, paychecks & similar items

Administration Building (Lower Level) (951)785-2034 or payroll@lasierra.edu

STUDENT FINANCIAL SERVICES

Available to assist with questions pertaining to federal, and institutional financial aid.

Administration Building (Lower Level) (951)785-2175 or sfs@lasierra.edu

TITLE IX OFFICE

11498 Pierce St., Suite DD, Riverside CA (951)785-2849 or titleix@lasierra.edu

Revision Process

Change is a way of life in this modern world, and we naturally expect that our policies, procedures, and programs will be modified in order to meet the demands of the future. It may become necessary to modify or change the enclosed policies and procedures. The Office of Human Resources reserves the right to amend this handbook at anytime and to change or discontinue any policy.

How to Use this Handbook

This handbook is provided for all student employees to use as a reference and as a summary of La Sierra University's personnel policies, work rules that pertain to all students who work on campus. It will also assist student employees in understanding and applying those policies and principles. It is designed to acquaint student employees with the university policies as quickly as possible. Employees will find it to their advantage to read the entire handbook promptly, so that they will have a complete understanding of the material covered.

The information in this handbook supersedes previous handbooks.

Questions on any material in this handbook should be directed to the Student Employment Coordinator.

Student Employment Philosophy

A student desiring to meet educational expenses through part-time campus employment should be encouraged and assisted in locating employment opportunities. In addition to being a financial resources, on-campus student employment can serve as an educational tool to increase the student's job skills and enhance future career opportunities. On-campus, student employment is meant to complement the student's academic experience.

Introduction

The policies and procedures described herein do not constitute a contract of employment. Information in this handbook is effective as of September 24, 2018.

The Office of Human Resources serves the La Sierra University community by facilitating the hiring process for current undergraduate and graduate students seeking to work for the university. Our office supports La Sierra University department supervisors by posting open student employment opportunities, completing hire documentation, and encouraging a positive, productive employment relationship. The Office of Human Resources is dedicated to bringing the best service possible to the student employment program by offering students the opportunity of gaining work experience.

The Human Resources Office serves as a resource for student employees and supervisors to obtain current information on employment procedures, work rules, personnel records, job opportunities, federal, state employee regulations, training and development opportunities, and employee relations concerns.

Mission Statement

The student employment program at La Sierra University is designed to further students in their personal and educational experiences. Student jobs offered by the university are not only designed to prepare students for life, but also to create Christian leaders. Through the campus

work experience, students will learn to provide quality service and develop essential job skills.

Overview

As a student employee you are recognized as a very important part of our community and we want to ensure that your work experience is rewarding and positive. Your work experiences at La Sierra University will help to prepare you for future career opportunities. You will learn time management and responsibility, as well as gain leadership skills and earn money to help finance your educational costs. You will also develop strong work habits and job skills and have an excellent resource for future job references. Your supervisor will help to train you for your specific job duties and discuss the expectations for your job. The student employment experience will greatly benefit you as you enter the job market. Work experience enables you to explore career options, discover strengths and weaknesses, likes and dislikes, and to see how your academic learning applies to the working world.

It is important to treat your student employment position as a “real” job and perform the job duties, projects and assignments in a serious, responsible and professional manner as you are both a representative and an employee of La Sierra University. Use your job as both an opportunity to gain marketable skills and to establish a good work record. You have a right and responsibility to know your job description and to ensure that you are performing the duties as described. You are to treat your employment here at La Sierra University as a regular job and are expected to conduct yourself in a responsible manner.

Definition of Student Employee

A student employee is defined as an individual who is a part-time employee who is concurrently enrolled at La Sierra University, with the primary purpose of achieving a degree. Thus, the employment is interim and temporary in nature and is incidental to the pursuit of an academic program.

Student employment is there to help meet the needs of the university, provide university students with financial support in pursuit of their academic goals and provide opportunities for academic or job experience. The job duties and responsibilities of student employees vary greatly and may or may not be related to their field of study.

Why Students Work on Campus

- Student employees gain preparation for the working world through the processes of interviewing, hiring, training, supervision, relating to coworkers and the public, meeting expectations, and goal achievement.
- Working on campus can provide a student with opportunities to sample several career choices through varied work experiences.
- For new student employees to the university, working on campus helps develop a sense of community and belonging. Students who feel like they are part of their university tend to do better academically and remain at the university until degree completion.
- Students with employment history will establish a work record and learn fundamental skills of employment such as punctuality, time management, communication and cooperation.



Student Employment Eligibility

Students must be an enrolled student of La Sierra University and have employment eligibility to work in the United States.

In order to ensure that students have every opportunity to be successful in their goal of higher education, all student employees may work a maximum of 25 hours a week while classes are in session and up to 40 hours a week during vacation periods. They must also be accepted and enrolled prior to hire. Upon graduation, a student is no longer eligible to be employed and paid through Student Employment.

Per United States Immigration and Naturalization Service regulations, International Students (F1) may only work a maximum of 20 hours per week while classes are in session and up to 40 hours a week during vacation periods.

Supervisors have the responsibility for keeping employees informed and for answering questions on university policies and procedures as they specifically affect an employee within the department. The supervisor determines the day-to-day assignments and duties, evaluates performance, and will attempt to assist in planning career development and growth at La Sierra University.

Each student employee has an obligation to keep his or her supervisor informed of any difficulties s/he may encounter on the job. By working together, with a free exchange of information and ideas, the employee and the supervisor will find it easier to achieve mutual institutional and departmental objectives.

The responsibility of finding a job rests with the student.

Employment at Will

Students are temporary employees of La Sierra University. Employment is at will, for both the student employee and La Sierra University. This means that a student may quit at any time, with or without notice, and La Sierra University may terminate a student's employment at any time, with or without notice. There is no promise that employment will continue for a set period of time, nor is there any promise that a student's employment will be terminated only under particular circumstances.

It is good practice on both the part of the employer and you to discuss issues affecting performance or attendance. You should also (if possible) give at least a two week notice that you will be leaving your position.

Non-Discrimination Policy

The University was established by the Seventh-day Adventist church as an integral part of its teaching ministry.

The University is committed to equal education and employment opportunities for men and women of all races and does not discriminate on the basis of handicap, sex, race, color, or national origin in its educational and admissions policies, financial affairs, employment programs, student life and services, or any University-administered program.

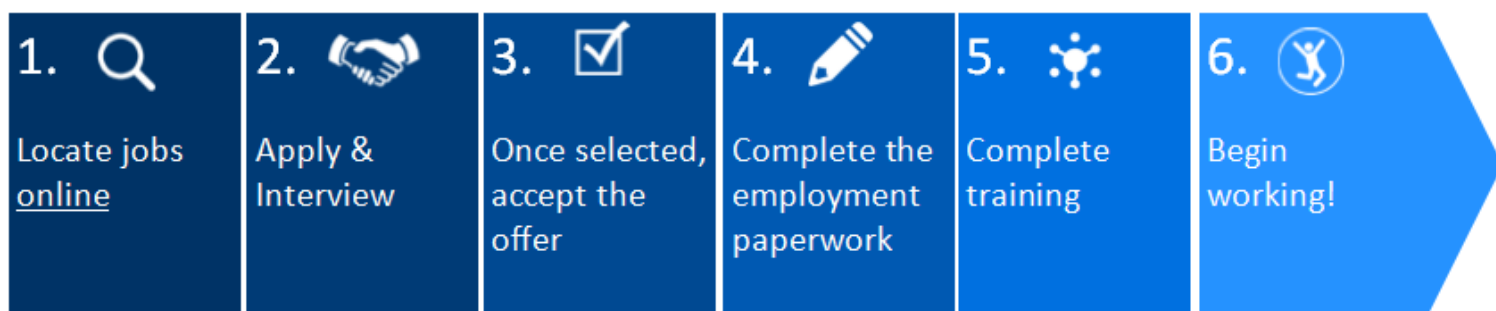
To this end, the University is in compliance with Titles VI and VII of the Civil Rights Act of 1964 as amended, and substantial compliance with Title IX of the Education Amendments of 1972

(45 CFR 86 et seq.) and Sections 503 and 504 of the Rehabilitation Act of 1973. The University also complies with the Age Discrimination in Employment Act of 1967 and Section 402 of the Vietnam Era Veterans Adjustment Act of 1974 and does not discriminate against any employee or applicant for employment on the basis of age or because they are disabled veterans or veterans of the Vietnam era. In addition, the University administers student programs without discrimination on the basis of age, except in those programs where age is a bona fide academic qualification for admission in accordance with the provisions of the Age Discrimination Act of 1975.

The University reserves constitution and statutory rights as a religious institution and employer to give preference to Seventh-day Adventists in admissions and employment, including but not limited to 42 USC 2000e-1, 2000e-2, 6-15 of Federal Executive order 11246: 41 CFR 60-1.5(5); 34 CFR 86.21, 86.31, 86.40, and 86.57 (b); California Government Code sections 12926(c); and Title 2, Section 7286.5(a) (5) and title 22 Section 98222 of the California Administrative Code.

GENERAL INFORMATION

Hiring Procedures



Each department determines its needs for student employees, by deciding on the number of students to hire and the average number of hours each student employee will work per week.

To provide all students with access to information regarding student employment opportunities, all hiring departments must comply with the requirements described in the following.

If you are returning to the same position as a previous year, you do not need to re-apply for the position (unless your supervisor has indicated otherwise). However, you must complete the Student Employment Authorization form and be cleared to work, before you begin work.



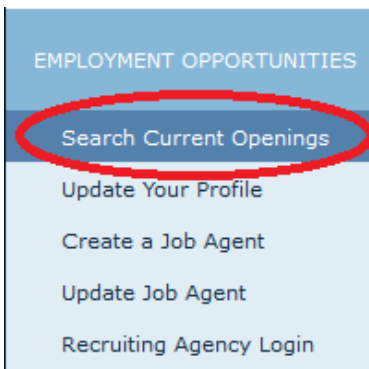
Job Postings

All current job openings are listed online at <https://lasierra-openhire.silkroad.com/>. All University departments are required to list job vacancies with the Office of Human Resources. Each vacancy must be listed for a minimum of (3) days before a student can be hired. The student hired, needs to have applied for the position, prior to the position being closed.

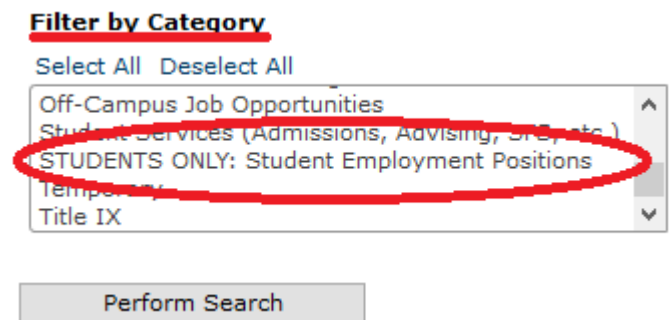
Application Process

You may begin to apply to one or several jobs that best meet your academic and personal schedule by going to <https://lasierra-openhire.silkroad.com/>. To apply, click SEARCH CURRENT OPENING on the left menu bar, then filter by Category for STUDENTS ONLY: Student Employment Positions.

Left Navigation Menu



Filter by Category



Once you have submitted your application, you will see a pop up screen message that informs you that your application was submitted to the hiring department. The hiring department reviews, identifies and makes contact with student applicants whose skills, knowledge, abilities and academic schedules will best suit operating business needs.

Remember: There are many students applying for each position, so you will want to make sure to include information in your application that makes you stand out to the department. If you have any questions about your resume, cover letter, or how to make yourself more competitive, feel free to visit the Human Resources Office and speak to the Student Employment Coordinator.

Interviewing with the Hiring Department

Once you have applied for the job, the department may contact you for an interview. Please note that some departments may need to collaborate with other individuals in their office to review all student applications and schedule interviews, this takes time.

We do encourage hiring managers to let every applicant know the status of the position, regardless of whether they were selected to move forward as a candidate. However, that does not always happen. You are encouraged to contact the hiring manager, for further information.

Tips to Consider When Applying to On-campus Jobs

- Apply to a various jobs! Apply to at least 10-15 positions in various schools, departments and or colleges.
- Most department business hours are Monday –Thursday from 8:30a.m. to 4:30p.m. Please consider your academic and personal schedule when applying to on-campus jobs.
- Prepare for your interview by revisiting the job requirements and the qualifications. Visit the Office of Human Resources or the Office of Advising and Career Services if you need assistance with preparing for an interview or perhaps you need additional guidance in identifying, developing, and implementing career goals.
- New jobs open up frequently, so keep an eye on the website and apply frequently.



After you are hired

Once you have been offered a position and accepted, you will need to complete the following forms to document your hire.

For New Student Hires

If you have never worked on campus before, the following are required through our onboarding system.

You will receive an email with the following heading: "Welcome to Onboarding at La Sierra University." This will initiate your task list. Please note that this email does not come from La Sierra University and you will need the initial email to login into the system as it contains your temporary password.

- **Student Employment Authorization form with Notice to Employee**
- **New Employee File Information**
- **Student Employment Agreement Form**
- **Direct Deposit (Optional)**
- **W-4, Employee's Withholding Allowance Certificate**

All students employed in the United States must complete a W-4, Employee's Withholding Allowance Certificate, this allows the university to withhold the correct federal income tax from wages. Students may submit a new form each year, especially if there are personal or financial circumstance changes. It is important to read the form carefully and consult with a parent/guardian and or certified tax preparer for assistance.

The W-4 form asks you how many allowances you would like to claim. You may elect to claim exemption from withholding, however, if you do, you must file a new W-4 each year by February 15. If a new W-4 form is not provided by the February 15 deadline, the Office of Human Resources will withhold taxes as if you are single with zero withholding allowances.

Student employment wages are subject to applicable federal and state income taxes. Student wages are exempt from Social Security, Medicare (FICA), State Disability Insurance during academic terms. During academic breaks lasting longer than (5) weeks (summer break), student employees must pay the employee portion of the FICA taxes. (An academic break is defined as a period of time between academic terms when a student is not attending classes) Any student employee registered less than full-time at the university may be subject to Social Security and Medicare tax withholding's.

- **Form I-9, Employment Eligibility Verification**

For the I-9 requirement, you will need to bring original and unexpired documents to show proof of work eligibility and identity within (3) days of your first day of work. A list of acceptable documents is provided online at <https://www.uscis.gov/i-9-central/acceptable-documents>.

*Please note that regardless of what documents that you use to satisfy the Form I-9 requirement, we will still need to see your signed Social Security Card per IRS/Social Security Administration guidelines (employers are required to make sure that the name we use for your payroll records matches your social security card.)

Once you have completed your tasks in Onboarding and brought in your I-9 documents to the Office of Human Resources, you will be cleared to work and can connect with your direct supervisor to establish a work schedule. Before or during your first shift, supervisors should review all expectations for the position and provide a general orientation to the position and department.

For Rehires/Continuing Student Hires

Rehires and or continuing student employees (within the same department) will need to complete the following forms:

- **Student Employment Authorization form with Notice to Employee**
- **W-4, Employee's Withholding Allowance Certificate (Optional)**

For International Student Hires

International students who are eligible to work on-campus must comply with federal regulations regarding employment eligibility. They should come with their current passport, I-20, I-94 and visa to the Office of Human Resources to complete their new hire paperwork.

If an international student does not already have a Social Security card and has been offered a position on campus, they can obtain a letter stating evidence of on-campus employment after completing the new hire paperwork.

In general, F-1 students who have been in the United States less than (5) years are exempt from Social Security (FICA) taxes. The student's earnings are subject to applicable federal, state and local taxes.

The student cannot begin working until they have received a clearance to work form from the Office of Human Resources.



REMINDER For ALL Students:

To avoid delays in receiving your year-end W2 statement, please inform both the Payroll Office and Office of Human Resources of any address changes.

Off-campus Job Posting Disclaimer

Contact employers directly to apply. Contact information is included on each posting. Employers are instructed to notify us when a position is filled. If a job is posted, we assume it is still available. If you find a listing that is filled, please let us know so we can remove it. Please contact the Office of Human Resources if you experience a problem with an employer included on our employment page.

Off-campus resources are provided as a courtesy only. All hiring and compensation for work performed by student employees is handled directly between the student and the employer. The Office of Human Resources does not perform background checks on students applying for jobs, nor on employers posting job opportunities. Employers and students are encouraged to request reference information from each other to establish qualifications, credentials and overall fit between the employer and the student applicant.

All job postings are posted at the discretion of the Office of Human Resources and we will not post jobs that appear to discriminate against applicants. All jobs posted must pay at least the

current minimum hourly wage. We do not post jobs that require an initial monetary investment from the student, or jobs posted by a third party. The Office of Human Resources reserves the right to refuse to post jobs that in our judgment do not appear to support the interests of the University.

The Office of Human Resources acts only as a free-of-charge job posting service and makes no particular recommendations regarding employers. We make no representations or guarantees about positions posted by this office. We are not responsible for safety, wages, working conditions, or any other aspect of off-campus employment. We do not research the integrity of each organization or individual person who lists a job with us. Therefore, you are urged to perform due diligence when offering, applying for, or accepting private off-campus employment, as you are doing so completely at your own risk.

Some general advice: Beware of apparent job postings or "opportunities" you may see on websites, bulletin boards, and other locations that seem too good to be true, especially if it requires an initial "registration fee" or "initial investment" to be considered, and NEVER wire money to someone for an upfront fee. Check with the Better Business Bureau and the Attorney General's office in the state where the business or employer is located for more information. Just as you must be alert for email phishing scams and other dangers on the internet, you must also be aware of employment scams that prey on the unwary. If it sounds too good to be true, it probably is! If you have been scammed, contact local law enforcement and the CA State Attorney General's office to report it.

Reasonable Accommodations Due to Disability

La Sierra University is committed to complying with the Americans with Disability Act and will make reasonable modifications or accommodations for any student with a disability as defined by applicable law. Students requesting such accommodations are encouraged to contact the Office of Human Resources who will subsequently work with the Office of Disability Services, and the department(s) employing the student to determine any need for accommodations.

Benefits

Student employees are not eligible for benefits such as health care, tuition remission, paid vacation or retirement.

Expectations and Responsibilities

Student Expectations

As a student employee, you make a commitment to La Sierra University and your hiring department(s)/supervisor(s) that you will perform your job duties assigned to you to the best of your abilities. Student employment positions are real jobs and should be treated as such. Consider your job an opportunity for professional development and an excellent occasion for you to build skills outside the classroom. In addition, your department supervisor(s) can later serve as an employment reference.

In addition to the policies/responsibilities listed in this Handbook, individual departments may have supplemental department-specific policies. In the event of any disagreement between policies, the Student Employment Handbook will take precedence.

The following are general expectations of all student employees:

- You are responsible for being familiar with the information in the student employment handbook. Copies are available online.
- Make sure your work hours do not occur during class time.
- Adhere to the University payroll deadlines and procedures if you wish to receive your paycheck on-time.
- Arrive on-time and prepared for all scheduled shifts. If you wish to make a permanent or temporary change to your schedule, you should clear this change with your supervisor as far in advance as is possible. In the event that you are unable to work a shift due to illness or an emergency, you should communicate this to your supervisor as soon as possible in the manner in which your supervisor requests. Discuss with your supervisor in advance what are acceptable reasons for missing work. Departments understand that projects and exams may occasionally conflict with your work schedule, and they will be as accommodating as possible. Plan in advance how you will balance your academic responsibilities with work, particularly during busy periods. Talk with your supervisor when your academic commitments need to take priority.
- Follow the dress code requirement of your department. As a baseline, you are expected to present a neat and professional appearance at all times. Remember, you are the face of the university and your department.
- Practice confidentiality. Do not share any sensitive data or confidential information. Your supervisor will inform you if something should be confidential. If you're not sure, ask. Always use discretion.
- Complete job duties as assigned and do not conduct personal business at work (homework, e-mails, phone calls, web use, etc.) unless first approved by your supervisor.
- Follow specific policies and guidelines established by supervisor.
- If applicable, monitor your Federal Work Study earnings to ensure that you do not exceed the maximum award amount.
- If you hold more than one job on campus, make sure your hours for all jobs do not overlap and are reported correctly.
- Respect your work space:
 - Use only the resources you need
 - Clean up after yourself
 - Return borrowed items
 - If you plan to store something in the department, obtain approval first
 - Maintain a quiet volume while working in the office
- Always do your job to the best of your ability. If you have to resign from your position for any reason, please inform your supervisor in advance, so that a replacement may be hired.
- Communicate with your supervisor any questions, concerns and ideas about your position.
- If you are having work-related problems, contact the Office of Human Resources.

Supervisor Expectations

It is the supervisor's responsibility to:

- Facilitate a positive work experience for student employees by mentoring and guiding them, establishing expectations, and providing feedback and accountability that will facilitate learning within the workplace and for preparation of future work experiences.

- Supervisors are expected to work with the Office of Human Resources to ensure appropriate hiring and onboarding, training, disciplinary, and other student employment and payroll procedures and policies are followed.
- Monitor student hours and approve time for payroll.
- Keep job descriptions accurate and updated.
- Interview and hire student employees
- Provide the appropriate training and work space for each student employee.
- Notify the Office of Human Resources when positions are opened, closed or altered.



REMINDER:

Students are NOT allowed to work until they have brought a Clearance to Work form.

Student Learning Outcomes

Students who participate in the Student Employment program at La Sierra University, should be able to:

1. Exhibit exemplary Communication Skills in the workplace by:

- Responding with tact, diplomacy, and composure when dealing with others.
- Keeping others adequately informed.
- Exhibiting good listening skills and paying close attention, in what others are saying, and expressing interest.
- Conveying information in both verbal and written formats as appropriate for the needs of the target audience.

2. Display Strong Work Ethic in the Workplace by:

- Demonstrating commitment to safety in the workplace.
- Managing time effectively, committing to work schedules.
- Exceeding expectations when it comes to quality, volume of work, and meeting deadlines.
- Understanding the value of hard work, and being an active member of a team striving for a common goal.

3. Show Interpersonal and Teamwork Skills in the Workplace by:

- Cooperating with others toward the achievement of common goals.
- Developing rapport with others to form positive working relationships.
- Actively contributing to and participating in team initiatives, and being a positive influence for others.
- Consistently displaying exceptional enthusiasm in working with others and in their work.

4. Practice Initiative Skills in the Workplace by:

- Actively seeking various resources to complete a task, and providing excellent customer service.
- Anticipating needs and demands, and taking appropriate action.
- Preventing issues from arising by working to solve them before they escalate.
- Being receptive to taking on additional tasks, learning new skills, and willing to take it to the next level.

5. Develop values of Accountability and Integrity by:

- Exhibiting pride as a member of the La Sierra University student body.
- Carrying out responsibilities accurately, organizing work and duties in a professional, conscientious, and timely manner.

- Conscientiously avoiding conflicts between their private interests and their university responsibilities, with respect to the use of confidential information, financial transactions, and personal relationships.
- Evaluating personal performance, and remaining open to constructive criticism and improvement.

6. Demonstrate Critical Thinking and Cognitive Reasoning by:

- Carrying out assignments proficiently and accurately with little direction.
- Identifying and adapting behaviors based on understood information and experiences to various situations or settings.
- Demonstrating the ability to obtain and analyze facts, consider related impacts, and arrive at sound conclusions.
- Functioning autonomously.

7. Demonstrate Intercultural/Diversity Skills by:

- Working collaboratively with others, even with those different from themselves.
- Facilitating inclusive interactions, the exchange of ideas, and forging relationships.
- Treating others with respect, being sensitive to others' situations and circumstances, and being open to alternative viewpoints.
- Understanding human motivation, and managing conflict with tact and diplomacy.



8. Develop Management and Leadership Skills in the workplace by:

- Working in a complex environment, and completing tasks within regulation and compliance criterion.
- Articulating team goals and expectations to team members, and motivating them to achieve their best.
- Explaining big picture scenarios, and showing how responsibilities relate to the larger organization.
- Managing crisis situations, mediating conflicts, and being open to difficult and challenging conversations.

Personnel and Payroll Files

Under the California Labor Code, current and former employees have the right to inspect their personnel files. Personnel files cannot be seen by employers, employee relatives, or lawyers unless the request includes a release from the employee or a court subpoena presented to the Office of Human Resources. Files may not be removed from the Office of Human Resources.

In accordance with the California Labor Code, current and former employees, have the right to request to inspect their personnel records. The request may be made in writing to the Office of Human Resources. We ask that you give us a 24 hour notice to inspect.

Employees may, via the same process, also request access to their payroll records, which can include but are not limited to notices of wage attachments or garnishments.

Not all of an employee's activities while employed are maintained as part of the personnel record. For example, while an employee may be involved in filing a complaint or being the subject of a complaint, the complaint itself does not necessarily become part of the employee's personnel record, unless it results in disciplinary action against the employee.

Otherwise, only the written notice of the outcome will be included in the file and thus made available to the employee for inspection. Any investigation report and or investigation notes will not be included in the file.

Adhere to Policies

Abide by the policies and guidelines of your employing department and observe appropriate workplace behaviors. Remember, you represent your department;s interest to other students, faculty, staff and visitors to the University.

Absences and Punctuality

If you are unable to be at work because of illness or other personal problems/scheduling conflicts, you need to notify your supervisor as soon as possible.

Emergencies do arise, but frequent absences or lateness as well as failure to give proper notice of absence(s), decreases the value of your role as a student employee and your services to the University and may result in release from employment. A student's failure to report to their job without notice is grounds for dismissal on the basis of voluntary separation.

Performance

Students should learn through departmental training and their own initiative, the responsibilities required of their position and perform those duties conscientiously and responsibly. Students should also report to work on time and remain working until the specified hours are completed. While on the job, all of your tasks should be work related. Homework, and other personal activities should be saved for times when you are not working. Do not invite friends to visit. Ensure workstation is clean, orderly and maintain a professional appearance at all times.

Maintain Confidentiality

Since the university deals with personal information, each employee holds a position of trust. All records, grades, reports, memorandum, salary, financial data and correspondence must be kept confidential and must not be used or taken from the university premises except by written consent of the supervisor. Home telephone numbers and addresses should not be used for personal reasons and should not be given to others or used for university or other business except by permission of the employee. Unauthorized disclosure or use of any information or activities that may be detrimental to the interests of the University may be justification for termination from employment. Confidential matters should not be the subject of casual conversation at ANY time.

The Family Educational Rights and Privacy Act (FERPA) is a federal law, enacted in 1974, that ensures the confidentiality of student records. Student employees that deal with student and or university records, and have access to Banner, are required to become familiar with the basic provisions of FERPA and acknowledge their understanding of its terms by completing the FERPA training found <https://mycampus.laserra.edu/web/mycampus/ferpa-training> on the Records website under FERPA. This will ensure students' awareness of FERPA and its consequences of violating the terms while a student employee. FERPA violations may result in disciplinary action including, but not limited to, termination from a student employment job permanently.

You must NOT, under any circumstances, release student information to anyone other than the student, unless:

- Your job, supervisor, and or university personnel permits
- The student has provided a written statement giving permission for the University to discuss their file/information with a separate party

You also must avoid acquiring student information that you are not required to possess and must NOT exchange student information that you have learned while on the job. Any information that you obtain during your employment must remain in the appropriate department/office.

Dress

An employee's personal appearance is very important because it reflects the image of the university and the department for which you are working. Therefore, all employees are expected to be well groomed and conservative in their clothing, hairstyle, make-up and accessories. Dress should be modest, and consistent with work requirements. In general, you should avoid wearing tank or crop tops, tattered or ripped clothing, or sweat pants, and must wear shoes at all times. Clothing that could potentially interfere with your work or be distracting or offensive to others is not permitted. An employee's dress should be appropriate to the job performed. Each supervisor has the authority to require their workers to present a reasonable personal appearance and personal cleanliness. The rules may vary somewhat from one department to another. Once a supervisor or department establishes rules, they must be applied to all employees in an equitable manner.

Work Hours & Schedules

Students typically work between 8-20 hours per week. One's workload depends on student availability as well as the departments' need. Department supervisors determine how many hours a student will work based on its own budget.

Student employees are expected to give careful and conscientious service to the department(s) in which they are hired. It is important for student employees to remember that the supervisor and department are counting on them to be reliable and dependable to work the scheduled hours. It is equally important for supervisors to schedule in such a way as to promote student success.

- Students should provide the hiring supervisor their class schedule to ensure that the student employee is not scheduled to work during class time. Supervisors should be as consistent as possible so students can plan accordingly, yet also as flexible as possible when it comes to students' academic commitments.
- International students are limited to 20 hours per week when classes are in session. Due to visa restrictions, it is critical that international students, adhere to the 20-hour rule while school is in session as non-compliance can be serious and result in termination of employment or exposure to possible deportation. During academic breaks, and upon approval from employing department, international student employee may be able to work additional hours per week.
- Domestic students can work up to 25 hours per week when classes are in session. During the summer and depending upon approval from employing department and Office of Human Resources, students may be able to work additional hours per week.

While the Office of Human Resources will monitor student work hours, supervisors are expected to communicate and enforce the hour limit with their student employees, including those working in more than one campus job.

Students are responsible for bringing to the attention of their supervisor any requests for a change to work schedule once schedule has been set.

Federal Work Study regulations do not allow a student to work during the time s/he should be in class. If classes are canceled and it is documented, it is permissible for the student to work during what would have been class time.

Work Assignments

Students should be provided a thorough and current job description to set expectations. This, along with instructions and training will help them perform their job duties in a satisfactory manner. Job descriptions should include:

- Job title, department, and contact person or supervisor
- Length of the position and expected work schedule
- Description of the position along with specific duties and responsibilities
- Minimum qualifications, skills or requirements
- Evaluation process and frequency

Federal work study regulations only allow students to be paid for time actually worked; therefore, students should not be studying or doing personal activities while signed in for their shift. Student employees should check with their immediate supervisor for their work assignments each day.

Work assignments must be job-related to the University and should not be duties unrelated to the written job description (non-university business projects of the supervisor, running personal errands, or completing personal tasks of the supervisor).

Attendance

You are expected to show up to work, ready to work at the beginning of your scheduled shift. Punctuality is expected of all student employees, as you may be relied upon to provide coverage. If you anticipate being late for your scheduled hours, contact your supervisor as soon as possible.

Frequent tardiness and absences is careless, inconsiderate and inconvenient to others and will result in disciplinary action.

Definition of the Work Week

The work week begins at 12:01am Sunday and ends at midnight (12:00am) Saturday.

Reporting Time Worked

Students are paid only for the hours worked and may not volunteer their time. You are required to electronically record your hours accurately and honestly through the Kronos timekeeping system. Supervisors are responsible for checking consistency between hours recorded and hours worked for a given pay period. Questions about hours recorded versus hours worked should be discussed prior to payroll week. Students and supervisors need to understand the seriousness of falsifying and signing incorrect time sheets which could result in disciplinary action or termination.



Overtime

Provisions for overtime compensation are governed by both the Fair Labor Standards Act (FLSA) and the California Labor Code. Overtime is time worked for La Sierra University in excess of eight hours in one day or 40 hours in a workweek. The total hours worked for one or more University departments MUST be counted in determining overtime even if employment in any one department does not exceed the standard eight-hour workday or 40-hour workweek. Overtime hours worked by student employees must be recorded and compensated. The department in which the overtime is generated pays overtime hours. All overtime should be requested/ approved by the supervisor in advance; the student must be available and willing.

Payment of Overtime

Overtime hours are paid at one-and-one-half times (1 1/2x) the student's regular hourly rate. Hours worked over 12 in one day are paid at two times (2x) the regular hourly rate.

Up to eight hours worked on the seventh consecutive day are paid at one- and-one-half times (1 1/2x) the student employee's regular hourly rate. Hours worked beyond eight on the seventh consecutive day are paid at two times (2x) the regular hourly rate.

Breaks

The State of California mandates that breaks are given to employees working a minimum number of hours per day. Students must get a 10 minute (paid) break for every 4 hours worked. Student employees are also required to take at least a 30 minute (unpaid) meal break if they are scheduled to work over five hours. It is the student's responsibility to take the meal break and may not leave work 30 minutes early and count that as the meal break.

During meal breaks, employees are relieved of all work duties and may leave the premises. These meal breaks do not count as work time and La Sierra University prohibits employees from working during meal breaks.

The break requirements apply to the combined hours of all student employment positions. For instance, a student working two back-to-back 4 hour shifts in different departments will get two 10-minute (paid) breaks and a 30-minute (unpaid) lunch break, even though the student works only four hours in each position. If a student works in multiple position, they need to be sure to communicate with their supervisors to ensure that they are receiving their required breaks.

Students are required to notify their supervisors and the Office of Human Resources if they miss or are not able to take their meal and rest breaks.

Additional Regulations for Employees under 18 Years of Age

Employees under 18 years of age may not work more than eight (8) hours in any one day, or more than six (6) days in any one week. This applies to the total of all time worked, whether in one department or more than one department. Also, employees may not work before 5:00am or after 10:00pm.

Chapel

Students are required to attend 10 of the 12 Chapel Programs scheduled each quarter. All undergraduate students (regardless of age) taking eight units or more are required to attend. Students who are not registered to class prior to 1:00 PM on Chapel days will be automatically excused for those meetings.

Departments/supervisors are encouraged not to schedule student work hours during the chapel periods, where possible. However, the job responsibilities in some departments may require work to be performed during part or all of a given chapel period.

Paychecks

Paychecks are issued bi-weekly on Fridays. For a detailed Payroll Calendar, please visit the payroll website at www.lasierra.edu/payroll. Payroll is processed every other Monday for the pay period ending on the preceding Saturday. Students may opt to have their pay direct deposited through an electronic funds transfer or receive a paper check.

Incomplete paperwork and or missing signatures will result in delays of receiving a paycheck. Any issues that will prevent the student from receiving a paycheck on time will be communicated by email to either the student and or supervisor as soon as the problem is identified, which may or may not be prior to payday. If the problem is resolved quickly, the student should make arrangements with the Payroll office to receive payment. Students will be paid for all hours worked once all required paperwork has been submitted.

Stipends

Some on campus positions are paid as a stipend for a specific period of time, such as a year, a quarter and so forth. Please keep in mind, time spent working in a stipend position counts towards daily and weekly allowable hours.

Any student continuing beyond the end date indicated on the original stipend form must complete and submit a new stipend form.

Leaves

Student employees are not eligible for paid leave such as vacation, paid holidays, disability leave, funeral leave or jury duty. However, these are considered reasons for excused absences when coordinated through the supervisor. Such leaves are without pay.

Student Sick Leave

All student employees are eligible for Sick Leave. Sick Leave is based on hours reported up to eighty (80) each pay period. It accrues at a rate of .0334 hours for every hour worked to a maximum of 2.67 hours per pay period. The maximum annual accrual for students is 24 hours (three days). The maximum accrual is 48 hours (six days), at which point accrual will stop until time off is taken and the total falls below the maximum. Sick Leave is available for use after the first 90 days of employment.

Sick Leave must be used in increments of 2 hours or more and may be used when the student employee is unable to work during their regularly scheduled work time for preventive care, or for the diagnosis, care, or treatment of an existing health condition for the student or a family member of the student. Sick Leave may also be used by a student employee who is a victim of domestic violence, sexual assault, or stalking to seek help or obtain a restraining order.

A request for sick leave should be made in advance when the student employee has a scheduled medical appointment during a regularly scheduled work time. An absence due to an illness should be reported to their supervisor as soon as the student employee is able, and before the beginning of their regularly scheduled work time.

Sick leave taken is reported each pay period to the department for which the student employee works. The designated supervisor will add the amount taken to the payroll Time and Attendance system.

The hours used are reflected on the paycheck stub, and will reduce the sick leave balance.

Each calendar year student employees may use up to one half of their annual Sick Leave accrual (12 hours maximum) to attend to the illness of their child, parent, spouse, grandparent, grandchild, sibling or any other family member covered by law.

The Sick Leave Bank is a non-vested bank and upon termination no payment will be made from it. If the student returns to the University as an employee in any capacity within one year from the date of separation, the sick leave bank will be reinstated.

Student Employment Classification & Wage Scale

Student pay rates are determined by the Office of Human Resources based on the duties of the position description. This will provide uniformity and equity between departments. Pay rates are reviewed annually and are approved following government requirements (minimum wage, etc.), benchmark data and internal guidelines. Departments may not establish their own pay rates or communicate any unapproved pay rates to students.

Student pay rates for the 2018-2019 academic year are listed below. Most positions are included within the Level 1 through Level 4 categories, with some limited exceptions. The base rate of pay for positions is \$11.00 hour, the same as the California minimum wage rate effective January 1, 2018. Starting January 1, 2019, the base pay rate for positions is \$12.00 per hour.

2018 Scale

Grade Level	Step 1	Step 2	Step 3	Step 4	Step 5
1	\$ 11.00	\$ 11.23	\$ 11.45	\$ 11.68	\$ 11.90
2	\$ 12.00	\$ 12.23	\$ 12.45	\$ 12.68	\$ 12.90
3	\$ 13.00	\$ 13.23	\$ 13.45	\$ 13.68	\$ 13.90
4	\$ 14.00	\$ 14.23	\$ 14.45	\$ 14.68	\$ 14.90

2019 Scale

Grade Level	Step 1	Step 2	Step 3	Step 4	Step 5
1	\$ 12.00	\$ 12.23	\$ 12.45	\$ 12.68	\$ 12.90
2	\$ 13.00	\$ 13.23	\$ 13.45	\$ 13.68	\$ 13.90
3	\$ 14.00	\$ 14.23	\$ 14.45	\$ 14.68	\$ 14.90
4	\$ 15.00	\$ 15.23	\$ 15.45	\$ 15.68	\$ 15.90

Pay Level 1/Grade 1

Entry level positions requiring basic skills attained through on the job training. No previous work experience or coursework required. Responsibilities may require the application of basic organizational or technical knowledge, operation of simple equipment or performing routine tasks. Very little independent decision making with regular supervision.

Pay Level 2/Grade 2

Requires basic skills acquired through some previous work experience, training and/or completion of related coursework. Responsibilities may require the application of basic organizational and or more technical knowledge, operation and accountability for more complex equipment or performing routine tasks. Some independent decision making.

Pay Level 3/Grade 3

Moderately developed specific skills, significant work experience and or completion of related upper-level coursework required. Previous work experience at a lower level within the same department or functional area may be required. These positions may involve supervision, training, and or tutoring of others.

Pay Level 4/Grade 4

In addition to the qualifications and scope of work associated with Level 3, these positions require an individual who possesses substantial experience, advanced technical knowledge, and previous training or certification. The student may be expected to manage research, analysis, publication, instruction or other special projects or activities of significant scope.

Pay Increases

Raises will be at the discretion of each department and will be based on satisfactory evaluations and funds availability. Supervisors may request a pay increase for student employees at any time during the year. Pay increases will be effective at the start of the next pay period.

Performance

Performance evaluations for student employees are an integral part to a student's individual and professional development at La Sierra University. Although performance evaluations are not mandatory, they serve as an important tool that assists student employees in further developing their skills by highlighting their strengths and constructively identifying areas for improvement.

The performance review process serves as the foundation that allows supervisors and employees to discuss student employees' contributions toward the achievement of departmental and University goals and objectives, clarify job expectations, ask for feedback, make suggestions, and possibly reward a student for exceeding expectations. The time spent in discussion with the student about their performance signals that supervisors are personally invested in their development.

We encourage departments on campus to evaluate their student employees mid-way through the academic year and again at the end of the spring quarter. A copy of the Student Employment Performance Evaluation can be found in the Appendix section of this handbook.



REMINDER:

This is not only a job. It is an experience that will give you the necessary skills for your future employment. Remember that your positive performance is expected and will be evaluated. Your supervisor and co-workers may someday become reputable reference for future opportunities.

Effectively Communicating with your Supervisor

Establishing effective lines of communication is an important first step towards developing a professional working relationship with your supervisor. Clear and regular communication can improve your work experience, boosting your job performance and decreasing the likelihood of future conflict or tension. Follow these tips to increase the effectiveness of your communication:

Ask Questions:

Asking questions is a good way to make sure your work is completed in the way your supervisor wants. Do not assume it is a bad thing to seek clarification on an issue or a task you were assigned – questions are typically encouraged as long as you learn from the answers.

Be Mindful of Timing:

When you have something to discuss with you supervisor, make sure they are available to have an uninterrupted conversation. Sometimes these conversations can happen spontaneously, but other times scheduling a meeting in advance may be necessary.

Schedule Regular Meetings:

Meeting with your supervisor on a regular basis helps you to stay on the same page and provides a space to discuss issues, challenges, and progress towards goals.

Come Prepared:

When you have an upcoming meeting, write down or email your supervisor a list of discussion topics in advance to make sure nothing gets forgotten.

Proactively Raise Issues:

If you are struggling to meet a deadline or need assistance completing a task, let your supervisor know. Supervisors prefer to have a proactive conversation and help you succeed rather than a discussion about unmet expectations after the fact.

Taking Initiative at Work

Student employees are a valuable asset to the departments they work with. As you gain experience in your position, taking initiative is a way to use your skills and experience to make a bigger contribution. These tips can help you identify opportunities to taking initiative:

Identify Unmet Needs and Potential Improvements: Familiarity and conscious observation of your work environment will help you identify opportunities for improvement that others may not have noticed or new solutions to existing problems. Different questions you might ask include:

- Are there ways to improve the experience of those you work with or support?
- Are there small problems that could turn into bigger ones if they are not addressed?
- Are there communication barriers that prevent work from being done efficiently? How can these barriers be minimized or removed?

Expand your Idea:

If you've identified a possible improvement or solution to a problem, spend some time working out the details. What are their costs and resources associated? Are their risks? Are the benefits worth the effort it would take? The more feasible your plan is when you bring it to your supervisor, the higher its likelihood of success will be.

Seek Authorization: Check with your supervisor before implementing new ideas, no matter how beneficial you think they may be. It is important to avoid over-stepping boundaries and secure your supervisor's support before working on something that may not be in your job description.

Use of University Equipment

University equipment (including telephones, computers, printers, copiers, keys, uniforms, supplies, etc.) should be used for official University business. Long distance phone calls are NOT allowed without permission from a supervisor. Personal phone calls are discouraged during work hours. You may take a message and return the call after work hours.

Checking personal emails during business hours should be avoided. Playing games, doing homework or other personal use of University computers during work hours is unacceptable. Browsing inappropriate or explicit material on University computers will not be tolerated. Personal use of the copiers, or other University owned equipment is unacceptable.

Student Employee of the Year

Each April we set aside a special week to draw awareness to the contributions student employees make in the multitude of roles they fill. This week is celebrated the second full week in April each year. Departments have an opportunity to recognize a student who provides exceptional service to the University. Part of National Student Employment Week the National Student Employment Association coordinates a selection process and chooses the National Student Employee of the Year to recognize the outstanding contributions and achievements of students who work while attending college.

Each department will be asked to nominate one special student employee to compete for the title of "Student Employee of the Year. Nominations will be judged on the following characteristics: reliability, quality of work, initiative, professionalism, and the uniqueness of the student's contribution to the employer. By including information and examples about the following areas, supervisors will likely be touching upon the selection criteria.

- Attributes – Provide an example that demonstrates the nominee's greatest attributes and how these attributes enhance their contributions to the position.
- Expectations – Provide an example of how the nominee goes above and beyond the expectations listed in their job description.
- Leadership/Style – Leadership - Provide an example of how the nominees leadership skills, initiative or style helped to improve how your office functions. Style – Describe the quality of the nominees work style and how their style of work is well suited for your department.
- Impact – Provide an example of the positive impact the nominee has had to your department, campus or community.

In order to be eligible for consideration, student employees must have worked a minimum of (6) months part-time (or three months full-time), during the selection period which is from June in the prior year through May of the current year.

Nominees are not restricted to students employed through the Federal Work-Study Program. All student employees are eligible for consideration.

Social Media

While there is no specific policy regarding social media usage and student employment, it is recommended that you do not post about your position (positively or negatively) on any social media account, unless that is an explicit part of your job description. Check with your supervisor about department expectations. When connecting with supervisors and co-workers on social media, it is best to stick to professional networking sites like LinkedIn.

Employment of Relatives

Relatives of present employees may be hired by the University only if (1) the individuals concerned will not work in a direct supervisory relationship, and (2) the employment will not pose difficulties of supervision, security, safety or morale.

"Relatives" are defined as spouses, children, sisters, brothers, mothers, or fathers, and persons related by marriage. Present employees who marry, or become related by marriage, will be permitted to continue employment with the University only if they do not work in a direct supervisory relationship with one another, or otherwise pose difficulties for supervision, security, safety or morale. If employees who marry, or who become related by marriage, do work in a direct supervisory relationship with one another, the University will attempt to assign one of the employees to another position for which he or she is qualified, if such position is available. If no such position is available, then one of the employees will be required to leave the University. The decision as to which employee will leave is left solely to the spouse/employee or in-law/employee.

Student Employment Separations

Student employees are employees-at-will, meaning employment may be terminated at the will of either the employer or the student employee, with or without notice. Nothing herein is intended to alter the at-will status of the student employee or employer relationship.

All voluntary and involuntary separations must be communicated to the Student Employment Coordinator in the Office of Human Resources PRIOR to any action taken to ensure proper separation and secure final pay.

Voluntary Separation

A student employee may choose to resign from their employment with the university for a variety of reasons. The list below can provide guidance on voluntary separations.

- **Accepted a New Job:** Voluntary resignation in good standing in which student has identified a new job offer as the primary reason for resignation.
- **Graduation/Lack of Enrollment:** Student has either graduated or dropped all classes and will not be returning to the university as a student. Student cannot work beyond graduation or when not enrolled in a student employment capacity.
- **Job Dissatisfaction:** Dissatisfied with factor(s) of the job.
- **Personal Reasons:** Voluntary resignation in good standing with no more specific reason given.

Although it is customary to provide at least two (2) weeks' notice, such notice is not required.

Involuntary Separation

Because at-will employees may be terminated at any time for any lawful reason, the university does not have to demonstrate “cause” before terminating employment. However, involuntary separations must have Human Resources approval before any action to ensure proper separation*. The following types of misconduct are considered severe and the Office of Human Resources, advises all student employees that engage in these acts that these actions will normally result in termination:

- Lack of performance or attendance
- Violation of La Sierra University policies (these violations may constitute immediate termination)
- Physical or verbal abuse, threatening behavior
- Theft
- Falsely reporting time worked
- Being under the influence of alcohol and/or illegal substances
- Unauthorized or fraudulent use of equipment and/or property
- Disclosure or use of confidential information for any reason

In instances where a student employee’s misconduct is not severe or can be remedied, the Office of Human Resources recommends that supervisors counsel the student employee before discharge. When appropriate, supervisors should inform student employees of unsatisfactory performance or behavior and provide the student employee an opportunity to correct it. We also encourage the employing department to offer training to the employee to assist them in completing their job duties. Employing departments should be specific about what is expected from the student employee.

*Per California Labor Code, §201, an employee who is discharged must be paid wages earned at the time of termination.

Student Employment Grievances

Introduction

As a student employee, you are a valued part of the La Sierra University community! We want you to enjoy your work experience and gain the experience that will benefit your future. As such, the University recognizes that misunderstandings may sometimes arise within the work environment.

Maintaining open lines of communication between the student and supervisor, is a good foundation for now and in the future. The underlying intent of this policy is to encourage the resolution of any grievance at the lowest possible level of intervention. Normally, such disagreements are resolved through informal discussions between the student employee and the immediate supervisor, giving the supervisor an opportunity to resolve the issue before a formal grievance is filed.

A grievance is defined as a difference, complaint, or dispute regarding the interpretation and/or application of policies and/or procedures in regards but not limited to employment, working conditions, or work hours.

Grievances or claims of discrimination and harassment based on a protected group or status are excluded from this policy as they are addressed under the Discrimination, Harassment and Retaliation Policy or Sexual Misconduct Policy.

No student employee shall be subjected to discrimination or adverse treatment for participating in a grievance procedure.

Procedure

The Student Employee Grievance procedure consists of three steps:

Step 1 – Informal

Step 2 – Formal

Step 3 – Appeal

Each step has its own procedures, as set forth below.

Time Limits

If a student employee waits an unreasonable length of time before submitting their grievance or proceeding to the next step, the fact-finding process could be difficult and appropriate action inappropriate. As such, student employees are strongly encouraged to follow the time limits set forth below. The Office of Human Resources may waive the time limits if extenuating circumstances prevent the timely filing of the grievance.

Step 1 – Informal

In many cases, disputes over the application or interpretation of policy can be resolved through communication within the employing department or work area. As such, the first step in the grievance process is a discussion between the student employee and the supervisor or the Office of Human Resources.

a. Talk with supervisor. The employee should promptly bring the matter to the attention of the immediate supervisor, explaining the nature of the problem and the relief sought. The supervisor should respond within (3) calendar days, if possible. If the supervisor provides an oral response to the employee, the supervisor should prepare a written record of the response, with a copy to the Office of Human Resources.

Tips for Student Employees:

- Don't assume that your supervisor already knows about your concern
- Clearly and concisely state it
- Use objective language and describe observable behaviors
- It's a good idea to put it in writing
- Being ready with possible solutions is a great demonstration of professionalism and can go a long way toward solving the problem

If the informal procedure fails to resolve the grievance, and the employee wishes to continue the matter, the employee must begin the steps of the formal procedure no later than (14) calendar days after the receipt of the superior's response.

Step II – Formal

1. If a mutually satisfactory resolution is not achieved within (14) calendar days, of an informal grievance, the student should seek intervention with the department chair, director/administrator of employing department, with the aim of facilitating a resolution that is agreeable to the student and the employing department by submitting a written grievance.

a. The written grievance should include the specific nature of the concern, dates and times of action being challenged, copies of relevant written materials, and requested remedy (see Employee Grievance form), with a copy to the Office of Human Resources.

2. The department chair, director/administrator will collect any necessary and pertinent information relevant to the employment grievance and provide a copy of the student's grievance to the employing department supervisor.

3. If necessary, the department chair, director/administrator will arrange a joint meeting between the supervisor and the student employee.

- If a joint meeting is scheduled, the department chair, director/administrator will serve as a mediator in order to find a satisfactory resolution.
- If a meeting with the supervisor and the student employee is not scheduled, the department chair, director/administrator will request a written response from the supervisor.
- The department chair, director/administrator shall provide a written response within (14) calendar days of the receipt of the grievance to the student and employing supervisor, with a copy to the Office of Human Resources.

4. If a mutually satisfactory resolution is not achieved within (14) calendar days, the student should seek intervention by the Student Employment Coordinator in the Office of Human Resources with the aim of facilitating a resolution that is agreeable to the student and the employing department by submitting a written grievance.

a. The written grievance should include the specific nature of the concern, dates and times of action being challenged, copies of relevant written materials, and requested remedy.

5. The Student Employment Coordinator will collect any necessary and pertinent information relevant to the employment grievance and provide a copy of the student's grievance to the employing department.

6. If necessary, the Student Employment Coordinator will arrange a joint meeting between the supervisor and the student employee.

- If a joint meeting is scheduled, the Student Employment Coordinator will serve as a mediator in order to find a satisfactory resolution.
- If a meeting with the supervisor and the student employee is not scheduled, the Student Employment Coordinator will request a written response from the supervisor.

7. The Student Employment Coordinator will review all of the information for completeness and request any additional information from the student or employing department to ensure a thorough review of the facts and clarity of the concern. A final decision concerning the grievance will be submitted, in writing, to the student and department.

Step III – Appeal

If a resolution is not reached or either party disagrees with the decision of the Student Employment Coordinator, they may seek a decision by the Director of Human Resources. The Director of Human Resources may choose to have another meeting, but it is not required before making a decision. The Director's decision is final.

Workers Compensation

La Sierra University provides worker's compensation benefits to all employees for work-related injuries or illnesses. This protection covers all medical care, temporary disability benefits up to a specified amount per week, and benefits for permanent disabilities.

In the event of any work-related illness or injury, an employee should report the situation promptly to their supervisor and the Office of Human Resources. An Injury and Illness Incident Report must be filed with the Office of Human Resources. The Office of Human Resources will arrange for medical treatment at the appropriate facility. Worker's compensation statutes will govern all additional medical care.

In the event of a life-threatening emergency please call 911 immediately for the employee to be taken by ambulance to the nearest emergency facility. Notify the Office of Human Resources within 24 hours.

For injuries that occur before 8:30 in the morning, after 4:30 in the afternoon, and on weekends, contact Security at ext. 2222. They will make the arrangements for the employee to receive medical treatment at the appropriate facility. The employee should follow up with the HR Office the following day.

The HR Office will also work with the supervisor in cases where time off or job restrictions are in place, to coordinate all follow-up appointments, and act as the liaison with the University's Workers Compensation carrier.

FERPA

The La Sierra University Student Records Policy was developed in accordance with the Family Education Rights and Privacy Act (FERPA). This law was enacted to protect the privacy of students and to provide for the right to inspect and review educational records. Any questions concerning this amendment may be directed to the Records Office.

La Sierra University complies strictly with all provisions of the Family Educational Rights and Privacy Act (FERPA), a federal statute passed into law in 1974 that provides the basis for dealing with student information at post-secondary educational institutions. FERPA regulations ensure a minimum standard for the access to, the use of, and the release of information from education records.

Policy can be found: <http://lasierra.edu/records-office/ferpa/#c4966>.

Discrimination & Harassment Policy

La Sierra University is committed to providing an educational and employment environment that values individuals of diverse backgrounds who can advance the institution's mission and support a learning and workplace setting free from discrimination and harassment. In keeping with this commitment, the University expects all University employees and students to conform to the requirements of federal and state laws as standards of conduct mandated by the institution concerning discrimination and harassment matters. The University also encourages persons subjected to or who witness any forms of discrimination and harassment—or retaliatory conduct arising from complaints of discrimination and harassment—to report such behaviors and incidents to appropriate University personnel as set forth in the full policy.

Policy can be found: <http://lasierra.edu/fileadmin/documents/human-resources/policies-handbooks/discriminatrion-harassment-policy.pdf>

Title IX Policy

Title IX of the Education Amendments of 1972 (“Title IX”) is a federal civil rights law that prohibits discrimination on the basis of sex in federally funded education programs and activities. All public and private elementary and secondary schools, school districts, colleges, and universities receiving any federal financial assistance (hereinafter “schools”, “recipients”, or “recipient institutions”) must comply with Title IX.”

La Sierra University is committed to providing all individuals with an environment free of unlawful sex discrimination and sexual misconduct. La Sierra University prohibits all forms of unlawful sex discrimination and sexual misconduct including, but not limited to, sex-based intimidation and harassment, sexual harassment, domestic violence, dating violence, stalking, and sexual violence.

La Sierra University is committed to addressing all forms of unlawful sex discrimination and sexual misconduct by enacting preventative measures, educating the campus community, and utilizing grievance procedures. La Sierra University expects all of its employees to take reasonable and necessary action to prevent, address, and respond to unlawful sex discrimination as permissible by their professional responsibilities, which are based on the capacity in which they were hired by the University. For example, those hired as mental health counselors may be exempt from reporting instances of sexual assault if the individual does not pose a threat to her or himself or the campus community. However, a faculty member who may also hold a degree in counseling will still be required to report as he or she was hired by the University as a faculty member rather than a mental health counselor.

The Title IX Policy can be found online at: <https://lasierra.edu/fileadmin/documents/sexual-misconduct/title-IX-policy.pdf>

Reporting Incidents to the University

An individual who has experienced sexual misconduct has the right to report the incident directly to the Title IX Coordinator for investigation. As stated in Policy Section V, all University employees (including student employees) are obligated to promptly report incidents of sexual misconduct of which they become aware unless they have a recognized confidentiality privilege. Further, the University encourages students and third parties who have observed or been made aware of sexual misconduct to report the incident to the Title IX Coordinator for investigation.

The office staff identified below are specially trained to work with individuals who report sexual misconduct and have knowledge about on- and off-campus resources, services, and options, including the availability of interim protective measures and accommodations discussed in Procedures Section 5. The University has designated the Title IX Coordinator to oversee complaints of sexual misconduct involving students, staff, faculty and third parties.

Title IX Coordinator

(Sexual misconduct complaints against students, faculty, staff, and third parties)

Location: 4500 Riverwalk Pkwy, Riverside CA 92505

Phone: 951.785.2849

Email: titleix@lasierra.edu

Website: <http://lasierra.edu/sexual-misconduct/>

Online Sexual Misconduct Online Reporting Form: <http://lasierra.edu/sexual-misconduct/>

The University believes that Title IX regulations are subject to constitutional guarantees against unreasonable entanglement with or infringements on the religious teachings and expects students and employees to uphold biblical principles of morality and deportment as interpreted by the Seventh-day Adventist Church. The University claims exemptions from the provisions of the Title IX set forth in CFR Sections 86.21, 86.31, 86.40, and 86.57(b) insofar as they conflict with Church teachings and practices of morality, deportment and appearance.

Drug Free Environment Policy & Procedure

La Sierra University is committed to providing a learning environment conducive to the fullest possible human development. To achieve this goal, the University holds that a drug-alcohol-and tobacco-free lifestyle is essential and thus maintains policies that seek a campus environment that is free of these substances.

La Sierra University purposes to maintain a drug-free environment in harmony with the laws of the land, the unlawful use, possession, distribution, dispensing or manufacture of controlled substances by its employees, whether faculty, staff or students, is strictly prohibited. Further, La Sierra University expects any person employed, admitted, living in University housing, or enrolled by the University and who receives federal or state funding, as identified by signing the FAFSA form, as an individual to certify that he or she will not engage in the unlawful use or manufacture of a controlled substance while associated with the University.

In addition to the requirements of the law, La Sierra University adopts the temperance practices and health principles espoused by the Seventh-day Adventist Church. This means that all faculty, employees and students are expected to refrain from the use of alcohol drugs or tobacco while enrolled or employed at the University. The University presents a preventive educational program to its faculty, students, and employees to develop an awareness of the risks involved in alcohol, tobacco and drug use and abuse and to promote the benefits of a lifestyle free of these substances. The University may, in its discretion, provide/refer to therapeutic alternatives for anyone in the University involved in the use of alcohol, tobacco, prescription or nonprescription drugs or other mood altering substances, which impair the appropriate functioning of the involved individual within the University community.

As a condition of employment all La Sierra University employees are required to follow this policy. Failure to comply with this policy will result in discipline up to and including expulsion or termination and, if appropriate, a referral to law enforcement agencies for prosecution. The full policy and procedures can be seen by clicking the link below.

<http://lasierra.edu/hr/policies/#c5878>

FEDERAL WORK STUDY

Federal Work Study (FWS) is a federally funded program designed to promote part-time employment of students to help them avoid excessive debt while in college. By working, students gain experience, develop new skills, and earn money to meet their educational and living expenses.

Student employees who are employed under the FWS program are awarded FWS as part of their total financial aid package. FWS award information can be located in Student Financial Services.

FWS awards can only be accessed by working in a student on-campus job or an approved off-campus position. The amount of your award reflects the potential earnings you could have through the Federal Work Study program, but none of the money is given to you until it is earned.

FWS Eligibility

FWS is available to both undergraduate and graduate students who demonstrate financial need. To be considered for FWS employment eligibility, a student will need to complete and submit a Free Application for Federal Student Aid (FAFSA) each academic year. Further inquiries regarding FAFSA and your financial aid package should be directed to your Student Financial Services Counselor.

A student must be enrolled and maintain at least half-time enrollment (6 undergraduate units, 3 or 4 graduate units, depending on program) and maintain satisfactory academic progress. Federal regulations mandate that no exceptions be made on the required enrollment status minimum. Audited classes are not considered degree-granting credits and do not count toward the credit hour requirement.

FWS Guidelines

Students will still need to participate in the recruitment process to find employment. They will need to identify on-campus jobs of interest, interview with the hiring department and be offered a student employee position. As a student with a work study award, you may earn up to the amount of your award limit, however, not over the limit. After depleting your award, you may continue to work in an on-campus position; however, you must stop working immediately as an America Reads tutor once your award has been depleted.

Federal regulations require that all undergraduate work-study employees be paid on an hourly basis. It also stipulates that FWS students may not do work that is sectarian related or involves constructing or maintaining a building or portion of a building used for sectarian instruction. Their work must not involve political activity either partisan or non-partisan.

FWS moneys do not carry over from one academic year to the other and FWS awards cannot be credited to a student's tuition account; a paycheck is issued to the student for work performed. (At La Sierra University, all student employees, regular and FWS are given a paycheck). FWS moneys may be subject to tax withholdings.

During the year, several situations may occur that result in a change to a student's FWS eligibility. The amount awarded can decrease, or be cancelled by the Student Financial Services Office. Two common reasons for a change are:

- New information is submitted to the SFS Office causing a change in the student's federal aid eligibility, and
- Failure to complete all paperwork or the hiring process within specified deadlines.

Questions regarding changes to your FWS award should be directed to your SFS counselor.

Community Service

Federal Work-study students are encouraged to pursue employment that is community service related. Community service positions contribute to the improvement in the quality of life for area residents by helping solve particular problems related to their needs. Job categories that are considered community service include:

- Healthcare, childcare, literacy training, education (including tutorial service), welfare, social services, transportation, housing and neighborhood improvement, public safety, crime prevention and control, recreation, rural development, community improvement, and emergency preparedness and response.
- Support services to enrolled students with disabilities (including students with disabilities who are enrolled at the University).

Activities in which a student serves as a mentor for purposes such as tutoring, supporting educational and recreational activities, and counseling, including career counseling.

The U.S. Department of Education has clarified the issue of the acceptability of indirect community service positions as follows:

- Students may be employed in community service position that provide either direct or indirect services to the community.
- Both on-campus and off-campus jobs can qualify as community service work.

However, on-campus jobs must involve a program, project, or service that is provided to the general public in the local community. On-campus jobs that serve only the campus community do not qualify as community service employment. All off-campus jobs, including community service jobs require a contract, which contains a description of the job and the conditions for employment.

Examples of La Sierra University Community Service Program include:

- Security
- Commons
- Service Learning
- America Read/Counts

Your FWS Earnings

The information below can help you better understand your Federal Work Study earnings.

Getting Paid

Your pay rate is determined by the job duties, required skills and experience, complexity of the job, and pay equity within the department. It is not determined by the fact that you do (or do not) have FWS.

FWS wages are paid to you directly on a bi-weekly basis as a pay check, and are not applied to your Bursar balance.

Using your FWS Earnings

FWS, just like student loans, are considered the “self-help” portion of your financial aid package.

The amount of money you need to earn from FWS is calculated into your financial aid package, and you need to earn that amount to meet your expected expenses.

You determine how best to allocate that money against your planned expenses for the year.

Are FWS Earnings Taxed?

- Yes. All earnings are taxed—FWS or not.
- Student employment wages are subject to applicable federal and state income taxes. Student wages are exempt from Social Security, Medicare (FICA), State Disability Insurance during academic terms. During academic breaks lasting longer than (5) weeks (summer break), student employees must pay the employee portion of the FICA taxes. (An academic break is defined as a period of time between academic terms when a student is not attending classes) Any student employee registered less than full-time at the university may be subject to Social Security and Medicare tax withholding's.
- You will complete a W-4 Tax Withholding form when you are hired.

Changes to FWS Eligibility

During the year, several situations may occur that result in change to a student’s FWS eligibility. The amount awarded can decrease, or be cancelled by the Student Financial Services Office. Two common reasons for a change are:

- New information is submitted to the SFS Office causing a change in the student’s federal aid eligibility, and
- Failure to complete all paperwork or the hiring process within specified deadlines.

Questions regarding changes in your FWS award should be directed to your SFS Counselor.

FWS RECAP

	STUDENT EMPLOYMENT NON-WORK STUDY	FEDERAL WORK STUDY (FWS)
Overview	Part-time, on-campus employment opportunities for students regardless of financial need. Students do not need to fill out the FAFSA to apply for positions.	Offered to students who demonstrate financial need as determined by their Free Application for Federal Student Aid (FAFSA).
Financial Aid Requirements	Financial Aid eligibility does not apply. No FAFSA is required.	Students are awarded FWS as part of their Financial Aid package. Students must fill out the FAFSA annually and have financial need as determined by the Department of Education.
Eligibility	Students must be enrolled as a current La Sierra University student.	Students must be degree-seeking students, enrolled at least half time (6 units undergraduate and 3-4 units for graduate depending on program).

INTERNATIONAL STUDENT EMPLOYMENT (FI)

Employment options for International Students are limited but available. In general, students in F-1 visa status are eligible to work on campus on a part-time basis (up to 20 hours per week). Please note that the 20 hours per week limit is inclusive of all employment. For example, if you work 15 hours a week in one job, you may only work 5 hours a week in your second job.

In order to be employed and receive compensation, a student must first obtain a social security number. International students are also required to file an individual income tax return.

Non-immigrant students in F-1 status are eligible to work at the school they are attending and which issued them their SEVIS I-20 (F-1) Form. On-campus employment includes all on-campus jobs, assistantships, and fellowships. In order for a student to be considered eligible for on-campus employment, s/he must be enrolled as a full-time student and must be in lawful F-1 student status.

On-campus employment is limited to no more than 20 hours per week during the academic year i.e. when school is in session. This limit of no more than 20 hours per week includes all types of employment. Students who are maintaining their status are eligible to work full-time during holidays and annual vacation periods, provided they intend to register for the next academic session.

Your eligibility for on-campus employment is in effect ONLY as long as you are maintaining lawful non-immigrant F-1 student status (refer to Rules for Maintaining Lawful F-1 Status in the United States). If you violate your status, you make yourself ineligible for on-campus employment, because on-campus employment is a benefit granted only to those students who maintain lawful status.

If you were to violate your status and continue working on-campus, you would be engaging in illegal employment, and would potentially risk deportation. You would also jeopardize your eligibility for any future benefits from the U.S. Citizenship and Immigration Services (USCIS), such as "practical training", "academic training", and/or adjustment to another non-immigrant status.

NOTE:

- A student who has completed all requirements for his/her degree is no longer eligible for on-campus employment. A student may only begin or continue on-campus employment provided s/he intends to enroll for the next regular academic term at the school which issued his/her SEVIS I-20.
- Students in F-1 non-immigrant student status are NOT ELIGIBLE for any positions under the federal work-study program.
- International Students are eligible to work on-campus provided they are enrolled full-time.
- Student may work more than 20 hours per week only during official school breaks.
- International Students may have more than one job, but the total number of hours worked per week must not exceed 20 hours (this includes stipend positions).



F1 RECAP

STATUS	CREDIT HOURS PER QUARTER
Undergraduate	12
Graduate	Full-time per program
Work Hour Limits	Up to 20 hours per week while school is in session.



HELPFUL TIPS

Key Skills and Important Information

- Telephone Service Skills
- A Service Guide for Dealing with Difficult Situations
- The Art of Email: Finding the Proper Etiquette for Electronic Communication
- General Rules of Etiquette for Communicating with Persons with Disabilities
- Five Steps to Service Recovery
- Kronos - Helpful Tips
- Resources



Telephone Service Skills

As representatives of both La Sierra University and a particular department, student employees should possess good communication and people skills. Student employees should be able to provide effective and efficient service to customers over the telephone, as well as provide

accurate and timely messages to the different members of their department. Unfortunately, there will be times when an upset or angry customer calls. Your ability to deal with such situations will be invaluable both personally and professionally. Below are some principles and tips for good telephone service:

Quality service means -

- Providing timely service.
- Recognizing that the success of the university partially depends on good telephone service.
- Practicing good telephone skills.

Telephone basics -

- Answer with as few rings as possible.
- Screen the caller tactfully.
- Ask permission before placing a caller on hold. For example: "*I need to speak to an HR representative about that form, could you hold for a moment please?*"
- Double check that the caller is on hold before discussing their needs with a co-worker.

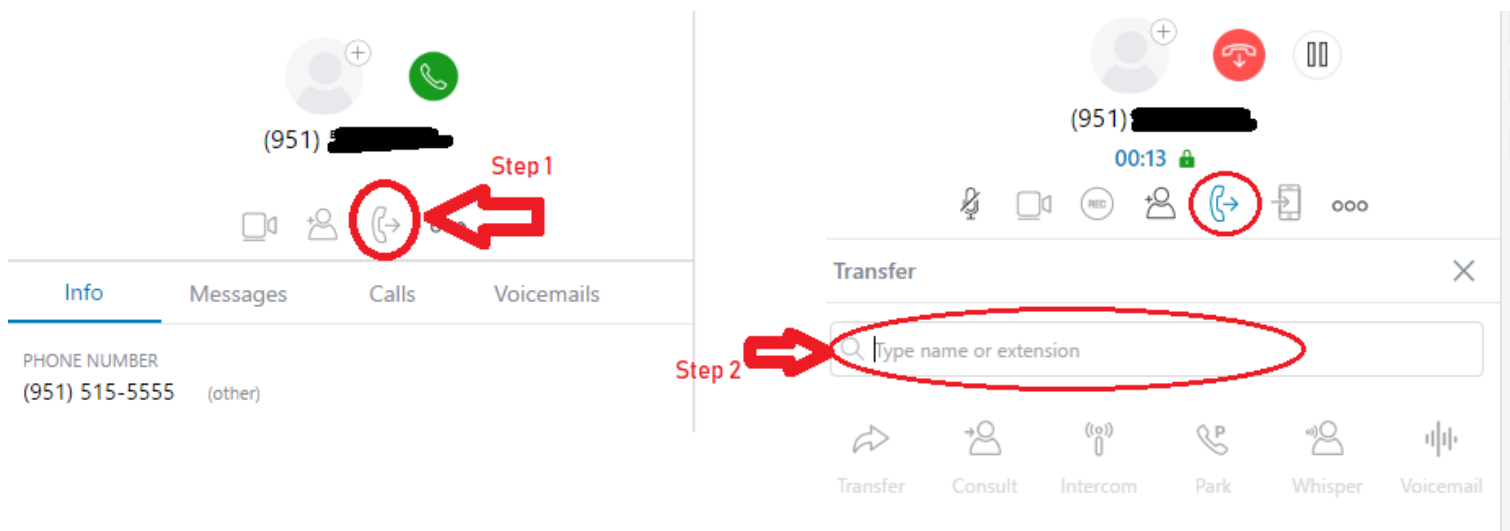
While on the phone -

- Maintain a high voice level so that the caller can hear you clearly.
- Speak in a clear pace.
- Greet the caller respectfully, if the caller's name is hard to pronounce, use ma'am or sir
- Identify University/department first, and yourself second. For example: "*Good morning, La Sierra University Office of Human Resources, this is Sally Seal, how may I assist you?*"
- Offer to assist the caller.
- Recognize the caller's needs. If in doubt, repeat the request back for confirmation.
- End the call after finding a solution or with the promise of a follow-up with the information requested.
- Explain to the caller that you will be transferring them **before** doing so. Also, provide the phone number of the office to which you are transferring the caller.
- When taking messages, write down the caller's name, phone number, day and time they called and brief description of their needs.
- Do not eat or drink while on the phone.
- Vary tone and inflection accordingly; i.e., change inflection for questions, be calming when sympathy is needed.
- Be sure the caller feels that you are on their side.
- Don't be afraid to ask questions.
- Explain what you are doing/what needs to be done in a patient and clear manner.

Transferring a Call

With the person on the line or on hold:

- Step 1: Press the transfer button;
- Step 2: Dial internal extension or phone number;
- Step 3: Announce call, if desired;
- Step 4: Hang up handset.



A Service Guide for Dealing with Difficult Situations

Dealing with a difficult customer is the nightmare of all customer service providers. Whether the customer is rude, angry or confused, there is always a way to prevent an unnecessary scene or escalation. The six guidelines described below can be used to prevent or avoid the sticky situations.

Let the Customer Vent

The first step towards resolving a difficult situation with a customer is to let the individual express themselves. It is important that the customer feels that you are interested and aware of their needs.

- Don't interrupt.
- Don't take the customer's frustrations personally.
- Do nod your head to let the customer know that you are listening.
- Do affirm your attention with "uh-huh" every now and then.
- Do maintain eye contact.

Avoid Getting Trapped in a Negative Filter

It is always important for you to appear interested in helping the customer. For this reason, you must be careful not to create a negative opinion of the customer based on your interpretations of their actions, which will only foster greater obstacles in your working relationships.

- Filters are often found in the form of name-calling; i.e., jerk, stupid, etc.
- Filters are contagious. If one individual states or writes on a file that a customer is being difficult, another individual will read or hear the comment and approach the customer with their guard up, and thus the negative opinion has infected another person.
- To overcome the negative filters that we sometimes assign to a customer, we need to ask, "*what does this customer need and how can I provide it?*" The filter slides into the background and we are able to focus on the situation.

Express Empathy to the Customer

Once a customer has vented, it is always wise to make a brief empathetic statement to convey your understanding of the customer's frustration and situation. Empathy requires you to appreciate and understand another person's feelings, while not necessarily agreeing with them. Agreeing with the customer, on the other hand, shows sympathy. For example:

- Empathetic phrases show understanding: *"I see what you mean by that."* Empathy means being able to apologize for the situation.
- Your tone of voice should reflect understanding. In other words, do not approach the customer with *"I am sorry"* in your best impression of Scrooge, the grumpy old man.

Begin Active Problem Solving

At this point in the conversation, you, as the customer service provider, should be taking a more active role in resolving the customer's situation.

- Gather any additional information that you may need. Don't interrupt, but bridge your needs to the customer's concerns with an empathetic statement and a question as soon as the customer takes a breath.
- Use a reflection technique to check the facts - repeat, in your own words, the concerns of the customer to affirm your understanding of the situation.

Mutually Agree on a Solution

- If you need a moment to do some behind the scenes research, make sure the customer understands why.
- Don't promise what you can't deliver.
- After you and the customer both feel you understand the situation, discuss what needs to be done and explain the steps you will take to implement the resolution.

Follow Up

If you want to score some BIG points with your customer, do a follow up.



- Check to make sure that you mutually agreed upon solution worked, by telephone or email.



Red Flags for Losing Control

- Tight neck and shoulders
- Headaches
- Dreading the ring of the telephone
- Raising your voice unnecessarily
- Grinding your teeth

Five Steps to Service Recovery

There's a proven path that leads your customer from a negative impression to customer satisfaction.

Five steps to take:

1. **Acknowledge the problem.** Make sure the customer knows you have heard and understood their concern.
2. **Apologize.** Say, "I'm sorry that..." immediately to diffuse customer annoyance and demonstrate that you're on the same side.
3. **Problem solve.** Look for creative ways to remedy the problem, remembering that the goal is customer satisfaction, not convenience.
4. **Communicate and make amends.** Share your solution with the customer, gain agreement and offer to "make it up" to the customer if possible.

5. Implement and follow-up. Solve the problem, keep your promises and check to be sure that the customer is now satisfied.

The Art of Email: Finding the Proper Etiquette for Electronic Communication

Most people in business and education use email as a form of communication. Just as you follow certain normative expectations when communicating with different types of people in person, you should also do the same when writing. Not following these types of social standards can often lead to miscommunication, resulting in the recipient holding a negative opinion or simply ignoring your email altogether.

Generally speaking, well written messages will be more effective in conveying your ideas and building strong relationships with peers, professors and employers. In other words, how you act in a social environment plays an important role in how people form their opinions about you. In some cases, email may be the only form of communication that you have with an individual. Therefore, using good etiquette in your messages is paramount.

Format

Address the email recipient properly. For example, be sure to use the proper salutation, social title and greeting (i.e., Mr. Ms. Miss, Dr. Professor, etc.). Also, check to see if your recipient has a strong preference on how they should be addressed. Normally, they will let you know if they would like you to alter how you are addressing them.

Rules on Using First Names

- Only use a recipient's first name if you have a personal relationship with that person.
- If they have sent you a message signing it with only their first name.
- Don't shorten a name or assume a common nickname for someone. (i.e., not all people named Robert will want to be called Bob.)

Message Length

Make sure that your message length is appropriate for the subject.

- Don't ramble. If a message is too long and does not get to the point quickly, the recipient may quit reading and disregard the message.
- If a message is too short, you may be perceived as being snippy or uncommunicative.
- Use lists when possible. This will make the information easier for the recipient to read.

One subject per message

Keep to a single subject when composing a message. Also, be sure that your subject line accurately describes the nature of the email.

Tone

Pleasantries go a long way. Greetings and salutations such as "Hello," "Have a good weekend," "Hope you are feeling better" work very well in developing and maintaining a professional rapport. Also, don't forget to write "please" and "thank you."

ALL CAPITAL LETTERS

Writing in all capital letters is perceived as yelling in written communication. Capital letters are also much harder to read; we rely on ascenders and descenders in letters such as b, d, g, h, q, y to help us recognize characters by their shapes. In other words, avoid composing messages in all capital letters at all cost.

Over Punctuating

Avoid overusing punctuation in messages. Depending on on your audience, the following may be perceived as unprofessional:

- !!!!!!!! ????????
- Emoticons 😊 :) ;) =)

Abbreviations

Don't use abbreviations when communicating professionally. For example, don't use the following:

- "U" instead of you; "2" instead of "too" or "to"; "thanx" instead of "Thank you", etc.
- The above examples may be acceptable in messages addressed to close friends, but are normally considered too causal when communicating professionally.

Proof Read!

Always proof read messages before clicking send. Also, be sure and double-check your spelling and grammar manually. Spell check will not catch the times when you incorrectly use "to" and should have used "too" or "there" when you should have used "their." Lastly, check names for misspelling.

General Rules of Etiquette for Communicating with Persons with Disabilities

- When talking with a person with a disability, speak directly to that person rather than to a companion or sign language interpreter.
- When introduced to a person with a disability, it is appropriate to shake hands. People with limited hand use or who wear an artificial limb can usually shake hands. Shaking hands with the left hand is an acceptable greeting.
- When meeting a person with a visual impairment, always identify yourself and others who may be with you. When you are conversing in a group, remember to identify the person to whom you are speaking.
- If you offer assistance, wait until the offer is accepted. Then listen to and ask for instructions.
- Treat adults as adults and address people who have disabilities by their first names only when extending the same familiarity to all others.
- Leaning or hanging on a person's wheelchair is similar to leaning or hanging on a person and is generally considered inappropriate. The chair is part of the personal body space of the person who uses it.
- Listen attentively when you are talking with a person who has difficulty speaking. Be patient and wait for the person to finish, rather than correcting or speaking for the person. If necessary, ask short questions that require short answers, a nod or shake of the head. Never pretend to understand if you are having difficulty doing so. Instead, repeat what you have understood and allow the person to respond. The response will clue you in and guide your understanding.
- When speaking with a person in a wheelchair or a person who uses crutches, place yourself at eye level in front of the person to facilitate the conversation.
- To get the attention of a person who is hearing impaired, tap the person on the shoulder or wave your hand. Look directly at the person and speak clearly, slowly, and expressively to determine if the person can read your lips. Not all people with a hearing impediment can read lips. For those who do not read lips, be sensitive to their needs by placing yourself so that you face the light source and keep hands, and food away from your mouth when speaking.

- Relax. Don't be embarrassed if you happen to use accepted, common expressions such as "see you later" or "did you hear about this" that seems to relate to a persons' disability.

Specific Disabilities



Hearing Impairments

- Face the person when you are speaking.
- Don't chew gum, smoke, bite a pencil, or cover your mouth while talking - it makes speech difficult to understand.
- Rephrase sentences or substitute words rather than repeating yourself again and again.
- Speak clearly and at normal voice level.
- Communicate in writing, if necessary.
- Move away from noisy areas or the source of noise - loud air conditioning, loud music, TV and radio.
- Get the hearing impaired person's attention and let your face be in full view before talking.

Visual Impairments

- Be descriptive. You may have to help orient people with visual impairments and let them know what's coming up. If they are walking, tell them if they have to step up or step down, let them know if the door is to their right or left, and warn them of possible hazards.
- Offer to read written information for a person with a visual impairment, when appropriate.
- If you are asked to guide a person with a visual impairment, offer your arm instead of grabbing theirs.

Speech Impairments

- Listen patiently. Don't complete sentences for the person unless he looks to you for help.
- Don't pretend you understand what a person with a speech disability says just to be polite.
- Ask the person to write down a word if you're not sure what they are saying.

Mobility Impairments

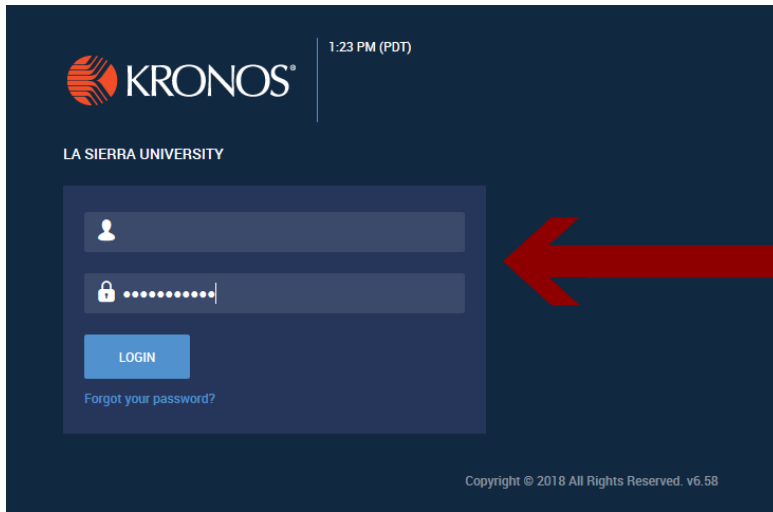
- Try sitting or crouching down to the appropriate height of people in wheelchairs or scooters when you talk to them. Grab a chair to sit in if possible.
- Don't lean on a person's wheelchair unless you have his or her permission - it's their personal space.
- Give a push only when asked.
- Move away from counters, if not accessible.

Learning Disabilities

- Don't assume the person is not listening just because you are getting no verbal or visual feedback. Ask the individual if they understand or agrees.
- Do not assume you have to explain everything to people with learning disabilities. They do not necessarily have a problem with general comprehension.
- Offer to read written material aloud, when necessary.

Kronos Quick Guide

Computer Instructions



Website: lasierra.edu/kronos

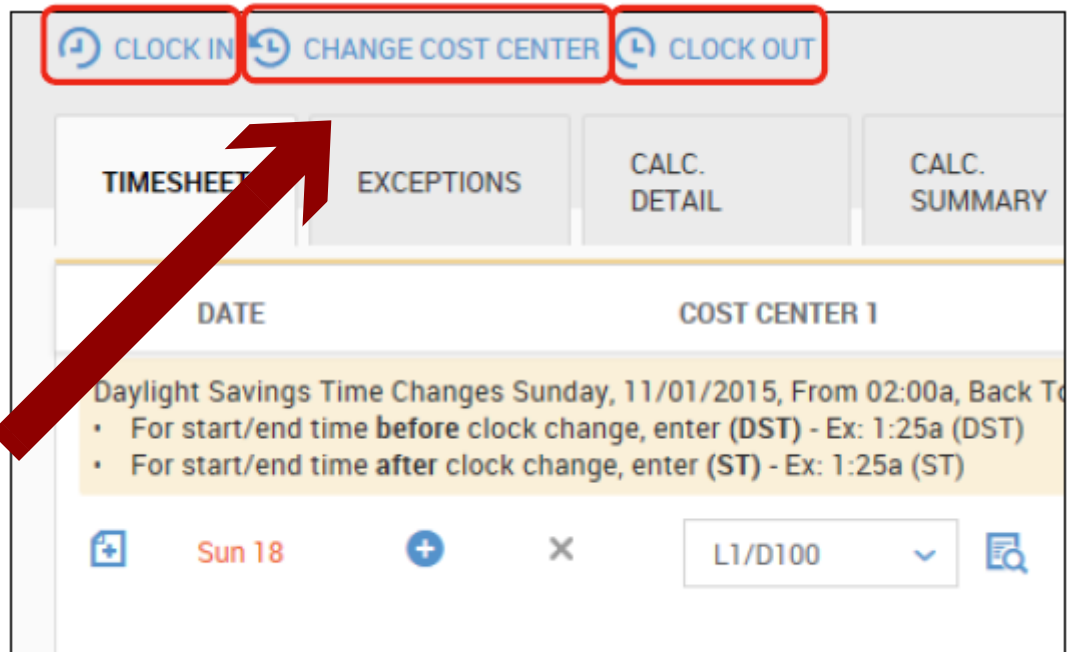
Login: Same as campus portal.
Ex. dnoa123

Temporary Password: Password1!
You will be prompted to change & customize your password.

Clocking In & Out

If you have multiple positions, one position will be the primary position in Kronos and the other(s) will be secondary. All IN punches will need to be routed by changing the cost center.

If you have only (1) position, you will click either *Clock In* or *Clock Out*.



Requesting Sick Leave in Kronos



- Step 1:** Click *My Account*
- Step 2:** Click *My Time Off*
- Step 3:** Click *Request*

START My Account My Employees Manage Time My Reports Our Company

BACK Home > My Account > My Time Off > Request > Request Time Off

TIME OFF

Time Off HR Sick [Search] [X]

REQUEST TYPE

Full Day Date [Calendar]

Partial Day (Start/Stop) Date [Calendar] From [] To [] Total []

Partial Day (Bulk) Date [Calendar] Total Hours []

Multiple Days From [Calendar] To [Calendar] Total Hours Per Day []

COMMENTS

Step 4: Click *HR Sick*
Step 5: Choose appropriate time-frame (i.e., Full day, partial day, etc.)

Step 6: Click *Submit Request*

KRONOS La Sierra University 2:15 PM (PDT)

START My Account My Employees Manage Time My Reports Our Company Company Settings

BACK Home > My Account > My Time Off > Request > Request Time Off

TIME OFF

Time Off HR Sick [Search] [X]

REQUEST TYPE

Full Day Date [Calendar]

BALANCES

TIME OFF	ACCRUED TO	CURRENT ACCRUED	TAKEN	CUR BAL
[Search] Student Sick	09/16/2018	Hrs: 35.53	0.00	35.5

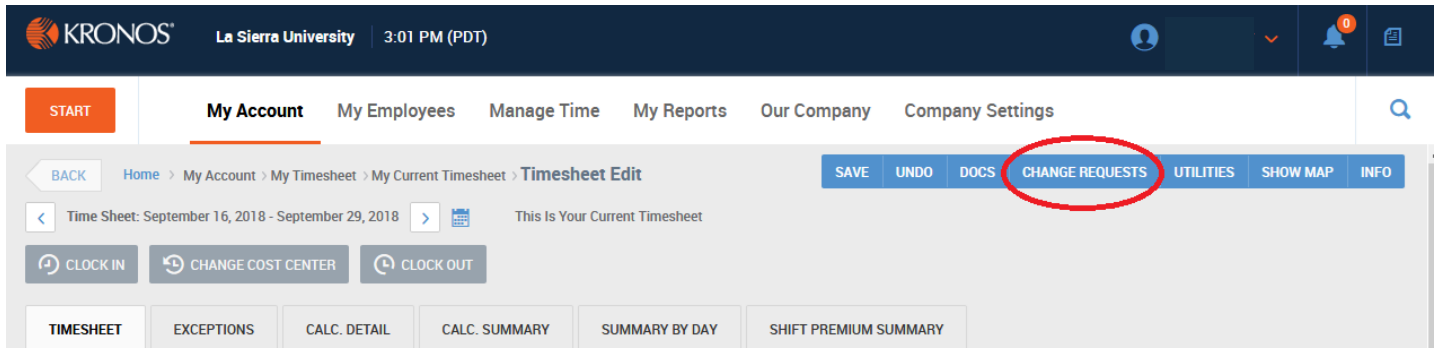
Requesting Time-sheet Changes

KRONOS La Sierra University 3:00 PM (PDT)

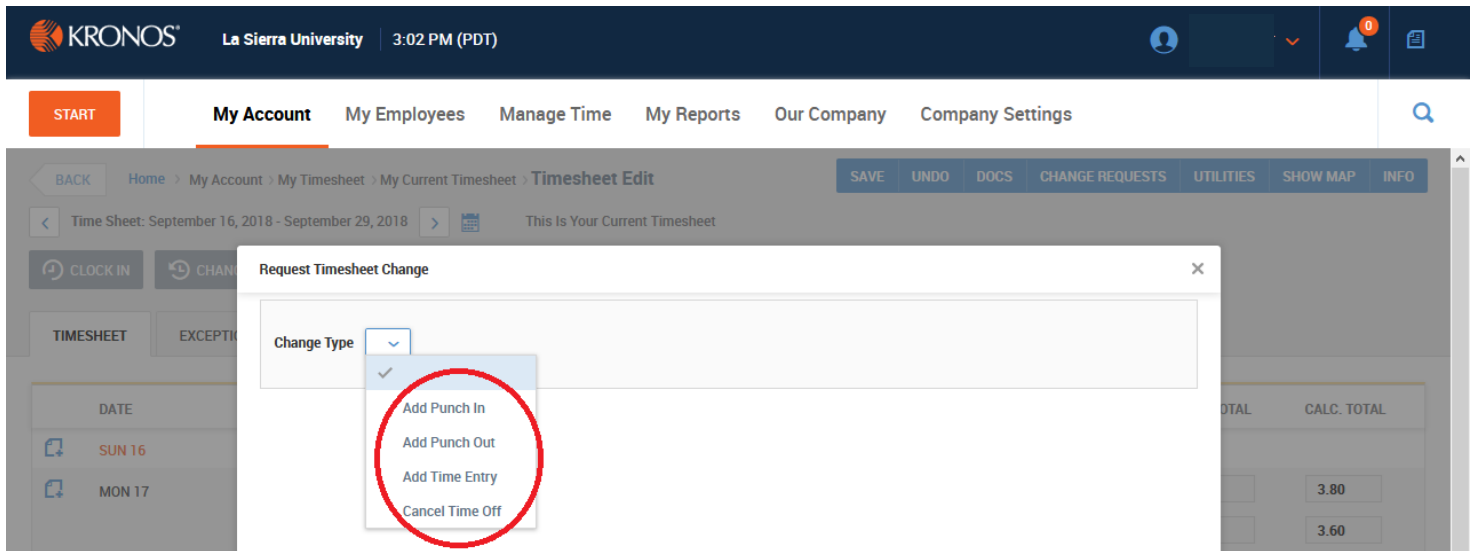
START My Account My Employees Manage Time My Reports Our Company Company Settings

My Learning > My Current Timesheet
My Profile > My Historical Timesheets
My Settings > Timesheet Change Requests
My Time Off >
My Timesheet
My To Do Items

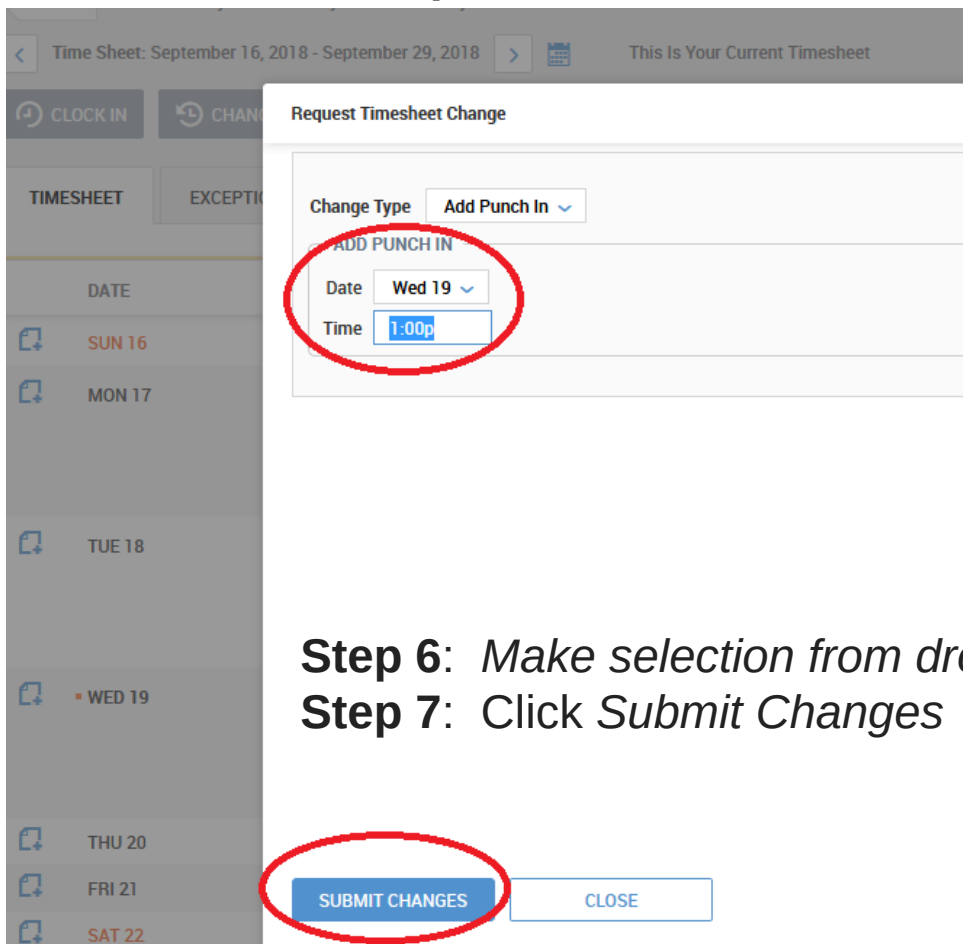
Step 1: Click *My Account*
Step 2: Click *My Timesheet*
Step 3: Click *My Current Timesheet*



Step 4: Click *Change Requests*

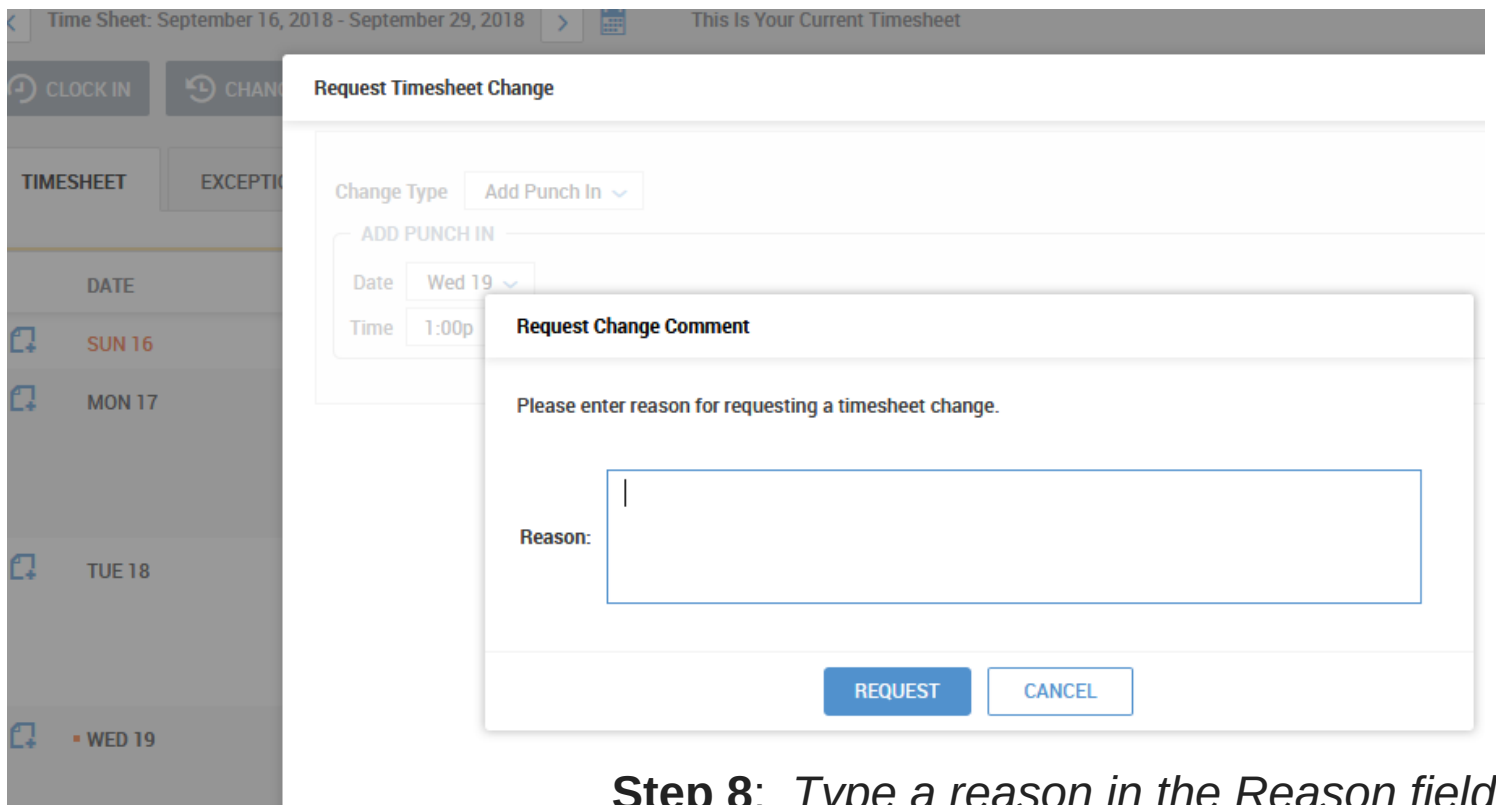


Step 5: Make selection from drop-down list



Step 6: Make selection from drop-down list & enter time

Step 7: Click *Submit Changes*



Step 8: *Type a reason in the Reason field*

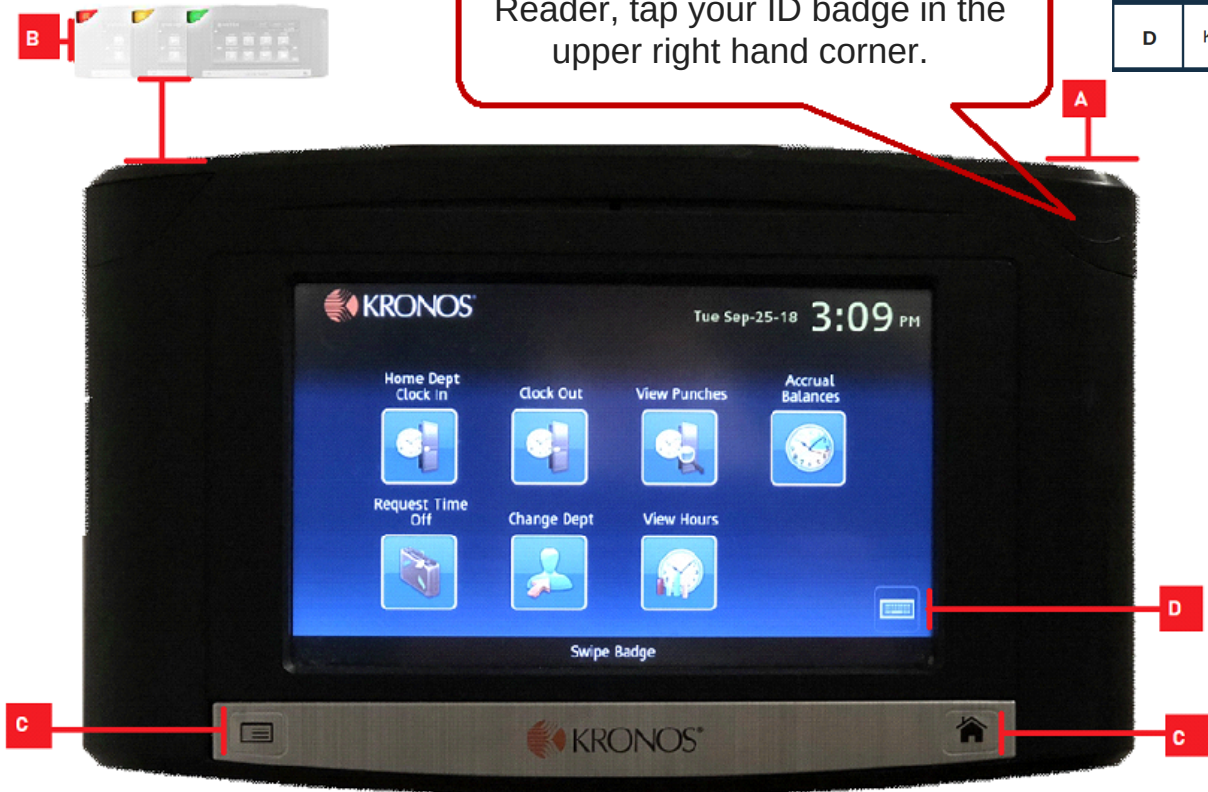
Step 9: *Click Request*

For additional help with Kronos, please contact the Payroll Office.

Time clock Instructions

A	ID Badge/Proximity Reader
B	Indicator Lights
C	Navigation Buttons
D	Keyboard

When using the Badge Proximity Reader, tap your ID badge in the upper right hand corner.



COMMON TASKS

Punch In/Out	<ol style="list-style-type: none"> 1 Tap Punch In (or Punch Out) 2 Enter your ID # or use tap your ID badge 3 Tap Enter
Change Cost Center	<ol style="list-style-type: none"> 1 Tap Change Dept 2 Enter your ID # or use tap your ID badge 3 Select Dept 4 Tap Enter
View Punches	<ol style="list-style-type: none"> 1 Tap View Punches 2 View punch information
View Accrual Balances	<ol style="list-style-type: none"> 1 Tap View Accruals 2 Enter your ID # or use tap your ID badge 3 Tap Enter 4 View Accrual Data
Request Time Off	<ol style="list-style-type: none"> 1 Tap Request Time Off 2 Enter your ID # or use tap your ID badge 3 Tap Enter 4 Use calendar to select the date 5 Use keypad to enter hours or days info 6 Tap Enter 7 Tap Submit

HANDLING COMMON ERROR MESSAGES

Error 01-1: Error Reading ID	You may not have swiped properly. Try again, following the steps above. If you get the same message. see Payroll.
Error 06-2: Unknown home employee	Your ID # does not match any of the employees in the system. You should see the Office of Human Resources.
Error 04-1 Rejected	You have already successfully swiped, or - if you are attempting to enter another punch- not enough time has elapsed since entering the previous punch. Wait a moment or two, then try again.

TIME CLOCK LOCATIONS

- Alumni Pavilion/Gym
- Angwin Hall
- Art Department
- Cafeteria
- Calkins Hall
- Gladwyn Hall
- Hole Memorial
- Humanities Hall
- La Sierra Natural Foods
- Library
- Palmer Hall
- Physical Plant
- Price Science Complex
- Security



ONLINE RESOURCES

- **Student Employment:** <https://lasierra.edu/hr/student-employment/>
- **Human Resources:** <https://lasierra.edu/hr/>
- **Payroll:** <https://lasierra.edu/hr/payroll/>
- **Student Financial Services:** <https://lasierra.edu/sfs/>
- **Career Services:** <https://lasierra.edu/oacs/careers/>
- **Campus Safety & Security:** <https://lasierra.edu/security/>
- **Office of Disability Services:** <https://lasierra.edu/ods/>
- **Spiritual Life:** <https://lasierra.edu/spiritual-life/>
- **Student Life:** <https://lasierra.edu/sliffe/>
- **Student Involvement:** <https://lasierra.edu/osi/>
- **Title IX:** <https://lasierra.edu/sexual-misconduct/>



	US	IN	A	AA	E	N/A
Cooperation: Works in harmony with coworkers and supervisor. Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership: Effectively problem-solves, communicates clearly. Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attendance & Punctuality: Adheres to schedule. Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism: Respects departmental policies (i.e., appropriate dress, cell phone use, etc.). Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality: Maintains strict confidentiality of departmental information. Comments:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Performance:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Discussion Comments: Please use this area for comments on any additional topics related to this employee's performance covered in the discussion with the student employee.

Student's Signature

Date

Supervisor's Signature

Date

Student employees are encouraged to discuss concerns with their immediate supervisor prior to filing a grievance.

I have discussed the following with my immediate supervisor and have been unable to resolve this matter informally.

I have chosen not to discuss my concerns with my immediate supervisor.

Student Employee Information		
Name:		ID #:
Phone #:		E-mail Address:
Immediate Supervisor:	Department:	Date(s) of Incident:

Attach separate sheet or copies of documentation if additional space is needed.

What are the events that led to this grievance? Specify pertinent dates, the nature of the event and those involved. Attach any documentation which will help describe the problem or concern. (Documents will not be returned. Please retain your originals).

How have you attempted to resolve the problem or concern(s)?

Describe how you would like the complaint to be resolved. Be as specific as possible.

To the best of my knowledge, the information I have submitted is accurate.



Student Signature

Date

Student Employee Exit Interview

We are committed to providing a positive work environment for our employees. This Exit Interview provides a valuable source of information to assist us in assessing the overall quality of work-life at La Sierra University. We therefore appreciate the next few minutes of your time to complete this questionnaire.

Your responses will be treated with confidence and all questions are optional.

If you wish to discuss your Exit Interview submission, please email the Student Employment Coordinator at dfnoah@lasierra.edu to set up a time.

1. Employee Name: _____
2. Department where employed: _____
3. How many quarters have you worked at La Sierra University?
 1-2 3-4 5-6 7-8 8-9
4. Class Standing:
 Freshman Sophomore Junior Senior Graduate
5. Age Group
 18-22 23-25 Over 25
6. Living Arrangements:
 On-campus (Dorm) Off-campus
7. Average number of hours worked per week in the last year:
 Under 10 Hours 11-15 Hours 16-20 Hours More than 20 Hours
8. Position Held: _____
9. Academic Major: _____
10. What was your initial reason for seeking a student employment job? (Check all that apply)
 Financial Parents To Build Resume Gaining Work Experience/Skill Building
 Exploring Major To Connect to the University/Community
 Other (please specify): _____
11. What life skills did your student employment job with La Sierra University increase? (Check all that apply)
 Professionalism Leadership Skills Decision-Making
 Verbal Communication Non-Verbal Communication Written Communication
 Training Skills Supervisory Skills Computer Skills
 Organizational Skills Customer Service Skills Team Work Skills
 Time Management Creative Thinking Critical Thinking
 Assertiveness Financial Management Adaptability

- Planning Skills
- Relationship Building
- Initiative
- Interviewing Skills
- Conflict Resolution
- Follow Through
- Other (please specify): _____

12. In what ways has your experience in working for your employing department as a student employee increased your job marketability? (Check all that apply)

- Professionalism
- Verbal Communication
- Non-Verbal Communication
- Technical Skills
- Training Skills
- Supervisory Skills
- Organizational Skills
- Ability to Follow Instructions
- Business Practices
- Decision Making
- Judgement
- Policy Understanding
- References
- Conflict Resolution
- Leadership Skills
- Other (please specify): _____

13. Did your student job complement your academic course work?

- Yes
- No

14. Has your student employment job helped you to more clearly define your career path/goals?

- Yes
- No

15. What were some of the reasons for deciding to leave your student job? (Check all that apply)

- Hourly Wage Rate
- Employment Conditions
- Graduation
- New Employment Opportunity
- Work Place Culture & Values
- Family Reasons
- Other (please specify): _____

16. What, if any, suggestions do you have for improvement for the department?

17. If the department implemented those suggestions, would you return to work there?

- Yes
- No

18. Would you recommend this department to your friends as a good place to work?

- Yes
- No

In this section, please rate the following statements:	Strongly Agree	Somewhat Agree	Somewhat Disagree	Strongly Disagree	N/A
I believe that I was treated like a valuable student employee.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My immediate supervisor let me know when I was performing well.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I felt free to suggest to my supervisor changes that would improve my work experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My job duties and responsibilities were clearly defined.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received the proper training in order to perform my job effectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I had questions or concerns, I felt comfortable speaking with my immediate supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I had questions or concerns, I felt comfortable speaking with upper management.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If I had questions or concerns, I felt comfortable speaking with the Student Employee Coordinator.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was kept well informed about the department policies and procedures and other important information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In this section, please rate the following statements:	Extremely Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Extremely Dissatisfied
Your overall work experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Office/work environment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hours worked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Relations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In this section, please rate the following statements:	Extremely Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Extremely Dissatisfied
The nature of the work required in your role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performance Review process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunities for development.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ability to provide input into issues that affected your job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Salary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship with supervisor.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship with co-workers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture of supporting students to develop and reach their potential.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture of respecting individual differences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Culture of providing a workplace free of harassment and bullying.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments and suggestions are encouraged. Use the space provided below for any additional comments.

Class Dismissal Form

Date: _____

To: Office of Human Resources

From: _____
Instructor

Per Department of Education regulations, students are not permitted to work in FWS positions during scheduled class times. Exceptions are permitted if an individual class is cancelled, if the instructor has excused the student from attending for a particular day, and if the student is receiving credit for employment in an internship, externship, or community work-study experience. Any such exemptions must be documented PRIOR to the student working.

Student Name: _____ ID#: _____

The class listed below has been: (please check one)

DISMISSED EARLY for the indicated date and time period below.

CANCELED for the indicated date and time period below.

Course and section number: _____

Normal class meeting schedule (e.g., MWF 10:00a - 10:50a) _____

Please indicate date and time of early dismissal or cancellation: _____

Instructor's Signature

Date Signed

Department Contact List

Supervisor Contact

 _____	 _____	@ _____
--	---	---------

Additional Department Contact

 _____	 _____	@ _____
--	---	---------

 _____	 _____	@ _____
--	---	---------

 _____	 _____	@ _____
--	---	---------

 _____	 _____	@ _____
---	--	---------

 _____	 _____	@ _____
--	---	---------

 _____	 _____	@ _____
--	---	---------

 _____	 _____	@ _____
--	---	---------

 _____	 _____	@ _____
--	---	---------

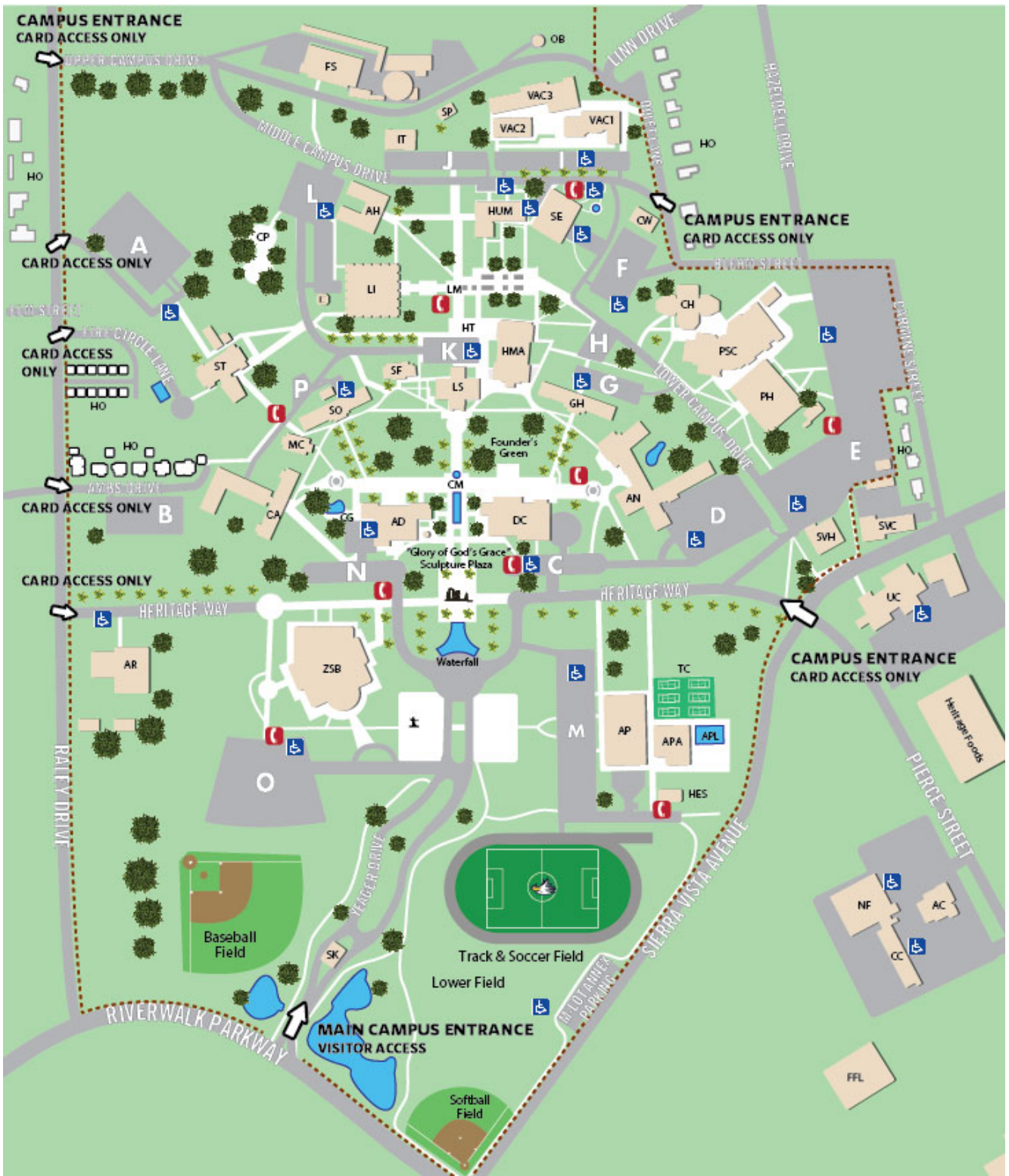
 _____	 _____	@ _____
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 _____	 _____	@ _____
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 _____	 _____	@ _____
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 _____	 _____	@ _____
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 _____	 _____	@ _____
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- AC Alumni Center
- AD Administration
- AH Ambs Hall
- AN Angwin Hall
- AP Alumni Pavilion
- APA Alumni Pavilion Annex
- APL Alumni Pavilion Pool
- AR Archaeology
- CA Calkins Hall
- CG Common Ground Pond
- CH Cossentine Hall
- CM Path of the Just (Campus Mall)
- CP Clough Park
- CW Custodial Warehouse
- DC Dining Commons
- FS Facilities Services
- GH Gladwyn Hall

- HMA Hole Memorial Auditorium
- HO Student/Staff Housing
- HT Hamilton Terrace
- HUM Humanities Hall
- IT Information Technology
- LI Library
- LM Library Mall
- LS La Sierra Hall
- MC Matheson Chapel
- NF Natural Foods
- OB Observatory
- PH Palmer Hall
- PSC T. B. Price Science Complex

- SE School of Education
- SF San Fernando Hall
- SO South Hall
- SK Security Kiosk
- SP San Pasqual School House
- ST Sierra Towers
- SVC Sierra Vista Chapel
- SVH Sierra Vista Hall
- CC Security
- TC Tennis Courts
- UC University Church
- VAC Visual Arts Center
- ZSB Tom & Vi Zapara School of Business