

CHEYNEY UNIVERSITY OF PENNSYLVANIA



Office of Human Resources Student Workplace Guide (Non-Work Study)

*This Student Workplace Guide will be distributed to students by the Office of Human Resources as part of the hiring process. Students **MUST** bring their signed copy of this guide back to their hiring supervisor to acknowledge they have read and understand the expectations for all students who work at Cheyney University of Pennsylvania.*

We thank the Office of Residence Life & Housing for allowing HR to modify their existing Student Workplace Guide to share with all Cheyney student employees.

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Employment on a college campus can be a truly rewarding and an educational experience for students. The students who work at Cheyney University are a vital part of our overall operation and success. In many cases our student employees are the first point of contact for the department and must be able to welcome and help us serve the public at large as well as the campus community. This **Student Workplace Guide** will help to ensure that our students are successful in their roles at Cheyney University. Students must read this Student Workplace Guide, sign and return to their supervisors.

Students are Expected to Follow these General Guidelines for the Work Area:

- a. Arrive for every shift with a positive attitude and demeanor.
- b. Be punctual for shifts and work the entire shift.
- c. Notify the office in a timely manner, if unable to work a scheduled shift.
- d. Keep the office/work stations clean at all times.
- e. Check the work space at the end of every shift and leave work areas tidy and orderly.
- f. Sign in and out on their bi-weekly timesheet for each shift that they work.
- g. Respect the workplace and not entertain or fraternize with friends during work time.
- h. Be mindful of the environment and not play loud music on the computers and or their electronic devices.

How do I Answer the Telephone?

- Answer the telephone promptly before the 3rd ring.
- Use a professional greeting. (***Example: Good afternoon, Office of Residence Life and Housing, this is _____ how may I help you?***)
- Speak clearly and distinctly in a pleasant tone and voice.
- Before picking up the receiver, discontinue any conversation or activity such as eating, chewing gum, typing, etc. that can be heard by the calling party.
- Professional demeanor is expected when students answer telephones. Using courtesy phrases such as ***“thank you”*** and ***“please”*** are essential.
- Learn to listen actively without interrupting to be sure that you are clear on what the caller is requesting.
- If the caller has called the wrong office, be courteous and transfer them to the correct office. You should also give them the correct extension just in case you lose them on the line while transferring the call.

How Do I Dress for Work?

Every office that hires a Cheyney University student takes its professional reputation very seriously. As a member of the team in any office on campus, students will need to do the same. Since the attire a student chooses to wear to work will reflect on the professional image of the office, the following guidelines for workplace attire are to be followed for students working on campus:

- Appropriate attire when working includes shoes, slacks, jeans, shirts, skirts, blouses and undergarments.
- Unacceptable attire include see-through garments, excessively tight clothing, clothing that allow undergarments to show and any lounge wear, such as pajama garments, which are not suitable for work. If there are any questions about what is appropriate or not please ask your supervisor.
- Students will be asked to leave work to change their clothing if they do come to work with inappropriate attire.

What is Office Professional Behavior?

Working on campus offers an excellent opportunity for students to refine their professional skills and receive real additional work experience. Depending on the severity of the behavior their work study position and contract may also be terminated. The following unprofessional behaviors are prohibited in Cheyney's offices:

- Use of profanity
- Theft
- Inappropriate and/or disrespectful comments addressed to or about students or staff
- Playing games on office computer or cell phones
- Use of cell phone and texting for non-emergency situations
- Use of Facebook, MySpace, and any other social media / internet site that is not work related or related to an academic assignment
- Running errands and not returning to the office or abusing office time while running errands for the office

How do I Handle Confidentiality?

As part of their daily routines in campus offices, Cheyney's student employees may over hear or participate in conversations of a confidential nature. It is absolutely vital that students maintain the strictest level of confidentiality of with regards to office projects, conversations and written documents. ***Should it be determined that students are sharing confidential information about the office in which they work, their employment will be terminated.***

When do I Contact the Office of Human Resources?

Students who work on campus should contact the Office of Human Resources in the following cases:

1. You have changed your mailing address
2. You have changed bank information for direct deposit
3. You need to make changes to (W4) for tax withholding purposes
4. You have not received a paycheck
5. You did not receive a W2 at the end of the year

STUDENT SIGNATURE PAGE:

(Please return to the Student Payroll department in the Office of Human Resources)

Student Signature

Date

ATTENTION STUDENTS! PLEASE RETURN THIS SIGNATURE PAGE OF THE STUDENT WORKPLACE GUIDE TO YOUR SUPERVISOR.

YOUR SIGNATURE MEANS THAT YOU HAVE READ AND UNDERSTAND THE PROFESSIONAL STANDARDS FOR WORKPLACE BEHAVIOR AT CHEYNEY UNIVERSITY OF PENNSYLVANIA.