

Student Employee Handbook

Information Technology Services

Hobart
and
William Smith
Colleges

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Handbook Policy Agreement Form

As an employee of Information Technology Services, you are required to uphold all the rules, regulations and procedures in this IT Services Student Employee Handbook. Because these policies and procedures are crucial to the success of IT Services, they must be reviewed carefully and agreed to by all employees. These policies are updated on a regular basis. Changes and additions during a semester will be communicated via email.

To work for IT Services, you must sign the Handbook & Policy Agreement Form indicating that you have read, understood, and agreed to abide with the policies.

By signing the form you state that:

- You have read and understand the rules, policies and procedures set forth in the IT Services Student Employee Handbook.
- You understand that you must abide by any rules stated in the Handbook and any additional notices throughout the school year. If you do not, disciplinary action may be taken.
- You understand that you are held to the highest ethical standard.
- You must be willing to take initiative and learn continuously.
- You are expected to provide the best customer service you are capable of with a mature and professional approach to your assignment.
- You are part of IT Services and may be expected to perform other duties and projects as assigned.

About this Handbook

This handbook is intended to provide an overview of student roles in Hobart and William Smith Colleges' Information Technology Services. The handbook includes general information about IT Services, about student jobs, about computing at the Colleges, and more specific information about your roles at the help desks, in the labs, and around campus.

As with any document of this sort, this is perpetually a work in progress, so we welcome and encourage any comments, suggestions, complaints, or other feedback that you have to offer about the handbook or any of our services.

Hiring and Payroll Procedures

Forms I-9 and W-4 Information

Prior to being hired, each student is required to complete a Form I-9 and a Form W-4. Both forms are available in the Business Office located in the basement of Demarest Hall. International students may also be required to complete a Form 8233, depending on their country of residency prior to coming to Hobart and William Smith Colleges.

I-9: Verification of Eligibility for Employment

The Immigration Reform and Control Act require that verification of employment eligibility be documented. The Control Act applies to all persons hired, including Federal Work Study and Institutional Work Study student employees. All students must present the required documents to the Business Office prior to being hired. Please view the sample Form I-9 (<http://www.uscis.gov/files/form/i-9.pdf>) if you have any questions regarding the form itself or are questioning what is considered “acceptable documentation” to turn into the Business Office. A listing of the accepted documents can be found on page three of the sample form.

W-4: Federal Income Tax Withholding

A Form W-4 is required for all new employees, or any student employee wishing to change income tax withholdings. Student employees who have not been employed at the Colleges before may complete this form in the Business Office located in the basement of Demarest Hall. All students may change their withholdings at any time by going to the Business Office and completing a revised Form W-4.

Form W-2 Information

All wages earned through both federal and HWS student employment are considered taxable income. You will be issued a Form W-2 at the end of the tax year (i.e. by January 31 for the previous calendar year). Depending on your total earnings from all employers, and the amount of tax withheld from your paychecks, you may need to file an individual tax return. If students wish to have their state income tax withholdings different than their federal income tax withholdings, they can complete a form IT-2104 (http://www.tax.state.ny.us/pdf/2007/fillin/wt/it2104_2007_fill_in.pdf).

Student Payroll Schedule

You will be paid on an hourly basis and receive checks on a bi-weekly schedule (every other Friday). The pay period begins on Saturday and ends on Friday. You also have the option of having your pay directly deposited into a bank account or to your student account. You may enroll in direct deposit by completing an enrollment form and submitting it to the Business Office in the basement of Demarest Hall. Enrollment forms may be printed from the Office of Human Resources (<http://campus.hws.edu/ADM/hr/Forms/DirectDeposit2002.pdf>) at any time or picked up at the Business Office between 8:30am and 5:00pm, Monday through Friday. You may enroll in direct deposit and have your funds directly deposited in up to two financial institutions. Direct deposit is not available for those student employees working for Sodexo.

You will be paid every other Friday. Direct deposit pay stubs and payroll checks are delivered to your campus mail box on Fridays. Paychecks may be cashed at Five Star Bank. Please refer to their website for locations and hours (<http://www.fivestarbank.com/aboutLocations.cfm>). Paychecks not exceeding \$100 may also be cashed at The College Store between 3:00pm and 4:00pm Monday through Friday. If you have any questions regarding when paychecks will be issued, please view the online Student Payroll Schedule (<http://www.hws.edu/administration/business/studentpayroll.asp>).

Student Employee Policies

Maximum Hours of Work

You may not work more than a total of 20 hours per week while classes are in session (including finals week) during fall and spring semesters. However, you may work up to 40 hours per week during official break weeks if your supervisor has a need and budget for additional help. International Students must adhere to this policy in accordance with the U.S. Citizenship and Immigration Services Federal Register Section 214.2(f). Failure to comply with this regulation may result in the OFAS&SE notifying the USCIS that you are out of status.

Timesheets

In order to be paid, your supervisor(s) must turn in timesheets to the Business Office. Both you and the supervisor must sign the timesheet in ink. Any corrections must be initialed by you and your supervisor. Late, incomplete, unsigned, and illegible timesheets will result in a delay of pay. Any falsification of timesheets by student employees will be grounds for immediate dismissal as a student employee from the Colleges. Time sheets can be found in Bette's office (Williams 104). (See Timesheet Instructions below)

Bette's policy: Always have your time sheet into me by noon on the Friday of payday.

Dress Code

Supervisors may require dress codes when they are reasonable and rationally related to the purpose or function of the employing department. You must comply with a supervisor's request regarding appropriate attire. Tech and Classroom/Event Support student employment must wear closed-toe shoes.

Cell Phones and Electronic Devices

Personal cell phone and electronic devices use while on duty is not permitted. Please turn off cell phones during work-related meetings as well. Office phones, not personal cell phones, should be used for work related calls.

Timesheets

The student timesheet should be completed in ink and cut in half along the perforated line prior to being brought to the supervisor. The timesheet should be handed in by the due date immediately following the pay period for which you worked. Your supervisor will always send out an email the day before it is due. Timesheets are due in the supervisor's office by noon on Friday so that she can get them checked over and signed before having them in the Business Office by 5pm.

Detailed information about the timesheets is provided in the table below.

Please note: you are not eligible to work unless you have completed the necessary Form I-9 requirements in the Business Office.

Field	Description
Pay Rate	<i>To be completed by your supervisor.</i> The pay rate is determined by the Office of Financial Aid Services and Student Employment.
Employee Name	Use your full legal name as it appears on you social security card. Do not use a nickname.
CWID Number	This is the identification number assigned by the Colleges which is on your student ID Card.
Dept. Number	The Department Account Number is 10 digits long. The first 6 digits are for the department that the payroll labor expenses should be charged to. The last 4 digits of 1710 are the expense category for student payroll. The last four digits used should always be 1710. An example of how the account number should be written is 251100-1710. Please be sure to always use this account number on your timesheet.
Date	The date that the work was actually performed.
Hours	Record the hours worked for the day. Meal periods are not to be included in the total hours worked for the day unless your supervisor requires you to work during that time period. Record time worked as follows: <ul style="list-style-type: none"> • 15 minutes = .25 • 30 minutes = .50 • 45 minutes = .75 • 60 minutes (1 hr) = 1.00 If you worked more or less than the above minutes round up or down accordingly. For example, if you work 1 hour and 20 minutes it should be written as 1.25 hours. If you worked 1 hour and 25 minutes it should be written as 1.50 hours.
Sub-Total Hours	Add the total number of hours worked per week to calculate your sub-total.
Total Hours	Add the two sub-totals to calculate the total hours worked.
Employee Signature	This is the employee's original signature. Please be sure to always sign your timesheet.
Supervisor Signature	<i>To be completed by your supervisor.</i> The individual who signs this form is the person for whom you have directly worked (or the designee) and is knowledgeable about the hours recorded on the timesheet. This should be an original signature (a stamped or photocopied signature is not acceptable).
Date	The date that you are completing the timesheet

General Expectations

As an employee of IT Services, we hold you to very high standards and we expect you to do all of the following:

- Keep your computer skills, knowledge and abilities current.
- Check your HWS e-mail daily.
- Show up to work on time.
- Find a replacement if you can't work a shift.
- Report any problems that occur (computer related and otherwise).
- Be professional when on duty and off.
- Be attentive to the person you are assisting.
- Take the extra steps in helping users before sending them to someone else.
- Uphold and abide by facility rules when on and off duty.
- Maintain high ethical standards (in some cases, higher than the general user population).
- Teach others!
- Attend the required meetings, orientations, and training sessions.
- Follow all rules and regulations listed in this handbook or provided to you by other means (i.e. via email).

Customer Service

The primary mission of IT Services is to offer outstanding service to the faculty, staff, and students at HWS. Excellent customer service is not an option; it is a requirement of all positions. We value the working relationships we have with the HWS community and we trust you to do your very best when working with our customers. This requirement is the same regardless of whether you work with students, faculty, or staff.

Always

- Be courteous and friendly to clients and coworkers.
- Maintain a professional and helpful attitude, especially when people are upset.
- Follow through with promises to clients and coworkers.
- *Listen* to what the customer is saying.
- Focus on how to meet the customer's request, not on how to say "no." If you have to say "no," say it in a manner that conveys regret instead of with an "oh well" attitude, and always include an explanation.
- Explain what you are doing or did to solve their problem so that they can learn from the experience.
- Apologize if the customer's complaint is legitimate.
- Empathize with the customer's concerns.
- Ask questions if you don't know something. Accurate customer information is important and finding out how to solve a problem builds your skills and shows dedication and caring to customers and supervisors.

Never

- Ignore a customer.
- Make something up if you don't know the answer.
- Give in to a customer's extreme emotion.
- Make assumptions.
- Use phrases like "That's not the way we do things," "That's not my job," "I don't know what else I can tell you," "You've got to be kidding," "You did WHAT?" they are condescending and unprofessional.

Responses

It's important to be aware of how your responses sound to customers. Focus on what you *can* provide and try to phrase your responses in a positive manner. No matter how "off the wall" a question is, always respond professionally and courteously. Attitude is everything, no matter what words you actually use, your tone of voice will indicate what you're really saying.

Educational Moment

Keep in mind that you may be asked questions that relate to territory that is unfamiliar to you. These questions are always excellent opportunities to learn more about our computing environment. The IT Services staff is a valuable resource to help you with these questions, but please be sure to consult the other resources that are available to you (manuals, Quick Guides, on-line help, common-sense, and your past computing experiences) before you seek assistance. Be sure that you know as much as possible about a particular situation before you ask someone for advice.

Upset People

Occasionally, you may encounter a person who is upset, rude, obnoxious, or otherwise unpleasant. These can be students, parents, faculty, or staff. Always try to stay calm and refer them to a full-time staff member. The best policy is to listen to the person's complaint, tell them that you are "not authorized" to do what they are asking, and then get a full-time staff member involved. If all of this fails, take down as much information as you can about the problem, and tell the individual that the appropriate full-time staff member will get in touch with them. In extreme cases, don't hesitate to call Campus Safety (3656). If someone has frustrated you, take a few minutes to calm yourself. It's understandable that you may need to "escape" and relax. The bottom line is that you should not try to handle rude, obnoxious, or upset people yourself; pass them off to a full-time staff member at once.

Student Employee Responsibilities

Paperwork

All required paperwork is to be completed accurately and in a timely fashion. Failure to turn in necessary paperwork properly and on time can prevent you from working and/or getting paid.

Attendance and Promptness

It is important that you get to your shift on time. Regular and prompt attendance is required. If you are late, or miss a shift, a disciplinary report will be filled out.

- You should always show up for your shift 5 minutes early. If you know you will have a problem getting to work on time because of the location of your class, please notify your supervisor at the start of the semester.
- Remember that your assigned shifts are your responsibility. You must show up and work, or find a replacement. It's not the supervisor's job to find your replacement for you.
- If you are going to be late to a shift, please call your supervisor.
- If you are unable to make your shift at all, it is your responsibility to find another student as a replacement.
- A distribution list is available to you.
- If you are unable to find anyone to cover your shift, call your supervisor at least twenty four (24) hours prior to the beginning of your shift. Depending on the circumstances, not finding a replacement can result in a Disciplinary Report.
- If you are sick, try to find a replacement. If you are unable to find a replacement, call your supervisor.

Shifts

You are guaranteed and are responsible for the hours permanently assigned to you on the Schedule.

Flexible Shifts

If there is nothing more to be done on shift, a Supervisor may ask if you want to leave. It is then up to you to decide whether or not you want to continue to work that day. *Never* take it upon yourself to leave a shift. The flexible shifts are at the supervisor's discretion. If you find that there is nothing for you to do, check around for work or ask the other staff members if you can help them.

Leaving a Shift

- You are *never* to leave your shift early, unless it is an emergency.
- If an emergency arises during business hours, you must notify your supervisor and/or call another employee from the calling list to find a replacement.
- If a problem arises after regular business hours (5:00pm) and you must leave your shift, you must find a replacement.
- Faculty-sponsored classes and workshops may occur in a lab during a shift. If on duty, always offer assistance if possible. You are required to remain in the lab until the end of your shift even if the instructor does not require your assistance.
- *Never* leave your shift until your replacement arrives.
- If your replacement does not show up and you must leave your shift, contact your supervisor.

After business hours

- Try to find a solution (e.g. someone to replace you, either from the phone list or a double-covered lab).
- By leaving a shift, you are essentially closing a facility if you cannot find a replacement.
- *Never* close a facility without contacting your supervisor (if during business hours) or email her after 5:00pm.

Adherence to Policies

Abide by the policies and guidelines of your employing department and observe appropriate workplace behaviors. Remember, you represent your department's interests to other students, faculty, and visitors to the Colleges.

Work Duties

Through departmental training and your own initiative, you should learn the responsibilities required of the position and satisfactorily perform these job duties. See the How To section for some instructions and procedures.

Confidentiality

It is imperative that you maintain confidentiality regarding workplace issues and information including, but not limited to, releasing or sharing information about other students. Files or any other materials should not be removed from the workplace.

Safety Rules

Students are required to follow all departmental and campus rules concerning safety. Safety is paramount at every campus work site.

Break & Meal Periods

It is recognized and customary for supervisors to grant meal and break periods. Breaks are provided to increase productivity and reduce fatigue and the risk of injury. Breaks are generally 15 minutes in length and are paid as time worked. Meal periods are generally 30 minutes in length and are *unpaid* and not counted as time worked (unless previously arranged as such with the supervisor). As an employee, you must be relieved of all duties and be free to leave your assigned work area during meals and breaks.

Supervisors may schedule meal and break periods so as not to interfere with the department's normal work routine. Supervisors should make certain that staffing patterns are such that all eligible students are afforded meal and break periods. Supervisors are encouraged to schedule breaks as frequently as necessary. Employees who work under excessively strenuous, hot, or cold conditions may require more frequent breaks. The following recommendations are made in an attempt to standardize meal periods and breaks among employing departments.

- Student employees who work a shift of four or five consecutive hours should be permitted one 15 minute paid break during that shift. Breaks should not be taken at the beginning or end of a shift and are not cumulative.
- Student employees who work a shift of six or more consecutive hours must be permitted one, 30 minute *unpaid* meal period and may be permitted one 15 minute paid break during that shift. This is a requirement and is mandated by New York State Law.

Disciplinary Procedures

A progression of warnings should be used to seek correction of a student employee's performance or to discipline for misconduct.

1. The first instance may result in a verbal warning. An example may involve a discussion between a supervisor and a student employee about a performance problem or misconduct.
2. A second instance of a performance problem or misconduct may result in a written warning.
3. A third and final instance of a performance problem or misconduct generally will result in the termination of the student employee.

Unless conditions otherwise warrant, as determined by the supervisor and the Director of Human Resources, progressive disciplinary steps should be taken in response to misconduct or to correct inadequate performance.

Termination

You can be terminated from a student employment position by a department supervisor, providing that good cause for the termination exists and can be documented (See Disciplinary Procedures, above).

Student Job Descriptions

Help Desk/Classroom Event Support Student Workers

Helpdesk/ CES employees will be working in main lobby of the Library. You will be given a name tag to wear, so that students, staff, and faculty will be able to find you.

Responsibilities

- Always be sure to log on to Track-IT.
- Correctly enter a work order for every phone call or walk-in. Include all specified fields and detailed descriptions/resolutions.
- Be sure all students sign a waiver if bringing in a computer to work on.
- When issuing trouble tickets, please make sure to ask questions. If someone is reporting phone issues, be sure to ask for call examples. When the call was made (time it was placed), from number, the number called and any problems during the call. We need this information in order to investigate any problems. Your help is greatly appreciated.
- Be sure all computers brought in have a name tag on them.
- Be sure all laptops have a power supply with them.
- Maintain a friendly and helpful attitude with our customers.
- Answer all phone calls.
- Remember that student files and passwords are to be kept confidential.
- If a student has library questions, refer them to the Reference Desk.

CES may require you to work evenings and weekends hours based on scheduled work load.

Student Technicians

Responsibilities

- Always be sure to log on to Track-IT
- Correctly enter a work order for every phone call or walk-in. Include all specified fields and detailed descriptions/resolution.
- When issuing trouble tickets, please make sure to ask questions. If someone is reporting phone issues, be sure to ask for call examples. When the call was made (time it was placed), from number, the number called and any problems during the call. We need this information in order to investigate any problems. Your help is greatly appreciated.
- Maintain a friendly and helpful attitude with our customers as they adjust to the new processes at It Services.
- Remember that student files and passwords are to be kept confidential.
- If a student is bringing in a computer always be sure that there is a name tag and work order with their computer.
- If a student brings in a laptop, be sure that the power supply is with it, and tie a name tag to it.
- Always be sure a student signs a waiver if bringing in a computer for us to repair or even look at it.

Lab Monitors

As a lab monitor you will be in charge of all Library Labs, Gulick 208, and the Rosenberg Lab.

Responsibilities

- Be sure all equipment is turned on, press any key on the keyboard to activate the screen, be sure that the screen is at the logon screen.
- At the beginning of your shift, check *all* printers, including those on the 2nd and 3rd floors, to make sure that they are online and that there are no error codes in the display window. Also, fill the printers with paper.
- Always be sure to check your email for any last minute changes, updates, or notices from the IT Services staff.
- Always wear your name tag so that the students will know that you are the monitor.
- If a class is scheduled during your shift, please be sure that the lab is cleared out and picked up for the professor. Bette will let you know when a class is scheduled. You have to stay in the library for your shift.
- If someone has been waiting for a computer and a computer has been idle for 15 minutes, you should log off the current user after saving any open files to make the computer available.
- Change the toner in all printers as needed. The laser printers will tell you to change the toner. The toner does not have to be changed at that point. Often, the cartridge needs to be taken out, shaken and re-inserted into the machine. If you shake the cartridge and the print-outs are still light, then the toner really needs to be replaced. Toner is expensive, so we need to get as much out of a cartridge as possible.
- If you are boxing a defective toner cartridge, please include a description of the problem and/or an example of the problem printout. Also mark on the box that it is defective.
- Toner cartridges are found in the cabinets under each printer. If there isn't a cartridge there, go to Bette's office in Williams, and she will get a cartridge for you. Bring her the old one and she will get another one to put in storage.
- Always be sure that the cabinets under the printers are stacked with reams of paper. If you run out, you can go the Circulation Desk in the Library and ask for the key to the storage area and get some paper. When the cartons are low, please notify Bette so that she can order more paper for you.
- If you are the lab monitor closing the lab, please be sure that you warn the users. Warnings should be given at 30 minutes, 15 minutes and 5 minutes before closing. Next, check all the computers and make sure that they are logged off, push in chairs, and pick up all loose papers.
- Be sure to follow all Lab Rules and Policies
- Troubleshoot hardware and software problems.

Lab Rules and Policies

- No food or uncapped beverages are permitted.
- No smoking.
- No loud noise.
- Academic work always has priority over other computer uses.
- No chewing or spitting of tobacco.
- No removal of computer parts and printer supplies.
- No unauthorized software can be installed or downloaded on any computers in any of the computer labs.
- No one, including monitors, is allowed in labs after scheduled hours.

How To/Troubleshooting

Troubleshooting problems should follow an escalating progression of methods. Try to exhaust each step's possibilities before moving on to the next. The steps, in order from first attempt to last resort, are:

1. Use your own knowledge and experience.
2. Refer to instructions and guides provided online at <http://www.hws.edu/administration/itservices/>.
3. Search for solutions on the Internet (Help forums can be very useful, but be wary of fraud).
4. Ask another student or a professional staff member for assistance.
5. Refer the question or problem to a professional staff member.

General Troubleshooting Checklist

Before submitting a service request:

1. Check that everything is turned on.
2. Check that all cables are properly connected at *both* ends.
3. Verify that the machine is plugged into a working electrical outlet.
4. Try a complete reboot.
5. Try swapping the keyboard or mouse if appropriate.
6. If a monitor is not working, check the color of the LED on the front power switch to make sure it is on.
7. If, after all that, you still are having trouble, email helpdesk@hws.edu or call extension 4357 for more urgent problems. Include the computer's TIA number and name, located on a sticker on the top of the tower, and report the trouble that you are having.

Printing

Windows XP

Check the Print Queue

1. Select **Printers and Faxes** from the **Start Menu** (or in the **Control Panel**).
2. Double-click the appropriate printer from the list.
3. If there are documents in the list holding up the queue, select them and click **Cancel** in the **Document** menu.
4. Return to the document and follow normal printing procedure.

Add a Printer

1. Select **Printers and Faxes** from the **Start Menu**.
2. Click on **Add Printer**.
3. Click **Next**.
4. Select **Network Printer** and click **Next**.
5. Select **Find a Printer in the Directory** and click **Next**.
6. Click **Find Now**.
7. Double-click the appropriate printer from the list.
8. Select **Yes** to make the selected printer the default or **No** to not.
9. Click **Next** and then **Finish**.
10. Return to the document and follow normal printing procedure.

Macintosh OS X

Check the Print Queue

1. Go to the **Apple Menu** in the top left of the screen.
2. Select **System Preferences**.
3. Go to **Print and Fax**.
4. Select the printer of interest and click on **Print Queue...**
5. If there are documents in the list holding up the queue, select them and click **Delete**.
6. Return to the document and follow normal printing procedure.

Add a Printer

1. Go to the **Print** dialog box.
2. In the **Printer** drop-down menu, select **Add Printer...**
3. Under the **Default Browser** tab, select the desired printer from the list shown and click **Add**.
4. Click **Continue** in the next dialog box.
5. Return to the document and follow normal printing procedure.

Email

We offer two types of email access:

1. Webmail (<https://webmail.hws.edu>) is accessible to everyone with an HWS email account.
2. Email clients, such as Outlook, Entourage, or Mail, are supported for faculty and staff use only. Steps for setting up a mail client are available as needed.

Telephone

For instructions on the voice mail system, see http://www.hws.edu/administration/itservices/services_voicemail.asp.