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STAR SERVICES

LAMAR UNIVERSITY

Student Assistant Handbook
2019–2020

TABLE OF CONTENTS

STAR Services Information.....	1-2
Welcome	
Mission Statement	
Vision Statement	
Values Statement	
Programs	2-4
Cardinal Communities	
LU Outreach & Support	
LU Success	
REDtalks	
Success Ambassadors	
Tutoring Services	
Contact Information	5
Communication.....	5
Employment, Schedules, and Pay.....	6-9
Employment Requirements	
Weekly Hours	
Work Schedules	
Paid Training	
Time Off and Emergencies	
Holidays and Finals	
Dual Employment	
Payroll	
Lamar University Payroll Policy	
Professional Expectations	9-10
Work Environment	
Attire	
Alcohol, Drugs, and Tobacco	
Lamar University General Policies	
Corrective Actions.....	10
Confidentiality	11-12



STAR SERVICES **LAMAR UNIVERSITY**

Welcome to Employment

Welcome to STAR Services! We appreciate that you have decided to work with us to promote student success at Lamar University. Our programs exist to support undergraduates in reaching their college goals and ultimately graduating; the knowledge and experiences of student assistants are integral to our mission.

Mission Statement

The mission of Lamar University's Student Tutoring And Retention (STAR) Services is to provide educational resources to assist students in reaching their academic, personal, and professional goals. Through a positive and supportive environment and partnerships between staff and students, we empower learners to cultivate their skills, strategies, and behaviors to become successful lifelong learners.

Vision Statement

The STAR Services vision is to be a highly collaborative and creative department that offers support services that are both based on national best practices and the needs of our dynamic student body that will help them graduate from Lamar University.

Values Statement

STAR Services is committed to providing quality academic support to a diverse group of learners. Our core values are:

- Acceptance- We appreciate diversity and practice including all
- Respect- We value others and regard them with consideration
- Continuous Improvement- We embrace new knowledge and recognize that learning is endless
- Integrity- We adhere to Lamar University's policies and procedures and are committed to honesty, fairness, professionalism, and trustworthiness
- Positivity- We believe in our services and the potential of all students to reach their goals
- Teamwork- We understand that every member of our team brings a unique perspective that is necessary in our department's success

Programs

Cardinal Communities (CC)

This program is led by Assistant Director, Celine Hodge, and located in the STAR Services main office (COMM 109). The CC program provides a supportive community in which students engage in meaningful relationships that empower them to thrive in their lives at Lamar University and beyond. CC connects students with Pro and Peer Mentors around a shared discipline or interest.

LU Outreach & Support

Coordinated by Demetrial Graham and located in the STAR Services main office (COMM 109), LU Outreach & Support is a new program that is currently in development. Through targeted outreach to specific populations on campus, undergraduate students will receive academic support and coaching from professional staff members to assist them in identifying academic needs and strategies to achieve academic success. Specific students will also be invited to participate in the Cardinal Success Academy beginning in Fall 2019.

LU Success

Coordinated by Reba Daniels and located in the STAR Services main office (COMM 109), LU Success is an appointment-based academic coaching service provided to undergraduate students who want proven strategies and techniques that will help them learn more efficiently and succeed at Lamar University. Students receive individualized help from professional staff and peer Success Partners to help them implement new approaches and strategies that will help them reach their learning potential.

REDtalks

Also coordinated by Reba Daniels, REDtalks are presentations by faculty, staff, and students who share their expertise and advice to help students succeed in college. The presentation topics are geared toward undergraduate students and focus on themes ranging from academic success to personal growth. A complete schedule of workshops can be found on the REDtalks webpage. Please visit lamar.edu/redtalks to access the schedule.

Success Ambassadors

Success Ambassadors are experienced STAR Services employees who promote STAR Services by sharing information about our programs and services, as well as success strategies, to inform and recruit students. They are responsible for presenting information to small and large groups in classrooms and during STAR Services and Lamar University events. They also represent STAR Services at department and campus workshops and conferences.

Tutoring Services

Coordinated by Misty Song, Tutoring Services offers individual and small group tutoring and collaborative learning opportunities for Lamar University undergraduate and post-baccalaureate students at no additional cost. Tutoring is available in the following locations across campus through weekly appointments and limited walk-in hours:

- The LU Tutoring Center, Library 1st floor
- The Language Lab, Maes 113
- ASL (American Sign Language) Lab, COMM 107
- Athletic Study Hall, Dauphin Athletic Complex

Contact Information

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Communication

STAR Services will send updates and information through the Lamar University e-mail system. All employees are expected to check their LU e-mail on a regular basis.

Employment, Schedules, and Pay

Employment Requirements

In order to be employed as a student assistant, you must be enrolled in and registered for classes at Lamar University. For summer employment, student assistants must be registered for classes in either a summer session or the following fall semester.

Weekly Hours

Your supervisor will determine your schedule based on program needs. Lamar University policy allows a maximum of 19.5 work hours per week, but employees are not guaranteed a full 19.5 hour schedule.

The workweek in STAR Services runs **Saturday through Friday** and strict adherence to the maximum 19.5 hour workweek policy is expected.

Work Schedules

Your supervisor will provide an official work schedule and the general procedures are:

- Report to work at your scheduled start time and leave work at your scheduled end time
- If you leave your post for more than 10 minutes, clock out
- Additional work time beyond the official schedule must be approved by your supervisor

Paid Training

STAR Services is dedicated to continual learning and growth. All paid training opportunities must be assigned and approved by your immediate supervisor. Paid training opportunities may include:

- Bi-weekly and monthly sessions offered by your program and STAR Services
- Individual consultations with your supervisor
- On-line exercises
- Make-up trainings
- University requirements for employment such as FERPA and Title IX

Time Off and Emergencies

If you are not able to abide by your approved work schedule, you are responsible for informing your supervisor at least 24 hours in advance. In case of an emergency, contact your supervisor as soon as possible.

If you are absent from work for 3 days without communicating with your supervisor, this is considered job abandonment. Also, if you call off consistently and/or do not abide by your schedule, you will be subject to corrective actions (see page 10).

Holidays and Finals

Work is permitted when classes are not in session as long as the university remains open and your supervisor approves your work schedule.

Dual Employment

If you are employed by more than one Lamar University department, you are required to disclose all of your LU jobs to your supervisor and adhere to the policy of a 19.5 maximum hour workweek policy across all campus jobs. In order to ensure that you do not exceed the maximum weekly work hours with your combined employment, work with all of the departments for which you are employed and your supervisors to plan your schedule.

Payroll

In order to be paid, you should complete your time sheet through Self-Serve Banner by entering your work hours daily at the end of your shift. Work hours must be submitted in 15-minute increments (.00, .25, .5, .75). Please round down if your time is less than 7 minutes over the quarter hour and round up if your time is seven or more minutes higher than the quarter hour.

Timesheets must be **submitted bi-weekly**, and your supervisor will provide specific timesheet deadlines. Failure to submit timesheets by the designated date and time can result in corrective actions (see page 10).

Lamar University Payroll Policy:

Effective July 1, 2017, all non-exempt staff, students, and hourly employees changed to Bi-Weekly payroll.

NOTE:

1. Employees must know their Self-Service Banner Employee ID# and PIN to input and submit time.
2. Timesheets will be ready for entering on the first day of a current pay period. A new hire or a rehire employee should have a timesheet available on his/her first scheduled working day. New or rehire employees should contact their home department first for a missing timesheet.
3. No employee will be paid on both bi-weekly payroll and monthly payroll. If you have two positions, you will be required to track and enter hours for both positions on different timesheets.
4. The deadline for an employee to submit his or her timesheet is on/before Sunday 11:59 pm after each pay period ends. The deadline for an Approver to approve the timesheet is on/before 2:00 pm the Monday after.
5. Monthly payroll is strictly for paying exempt employees, professors, adjuncts and teaching/graduate students.

Contact the Payroll office at 880-8000 if you have more questions.

For the Bi-Weekly Payroll Schedule and more information, please visit the Lamar University Payroll website at <https://www.lamar.edu/finance-and-operations/financial-services/payroll/payroll%20information.html>

Professional Expectations

STAR Services is proud to be able to serve Lamar University, and all employees are expected to maintain high professional standards and to treat others with respect.

Work Environment

If issues or conflicts occur in the work environment, contact your supervisor immediately and go through the appropriate university channels and procedures to address the problems.

Attire

As a representative of STAR Services, appropriate work attire is essential, which involves wearing clothing that is not offensive to others, including prints, words, and graphics. Clothing should also appropriately cover the body while performing all job duties. Casual dress is permitted as long as it meets these standards.

Alcohol, Drugs, and Tobacco

Lamar University's Drug-Free Work Place policy (policy number 2.9) states that:

Lamar University is committed to providing safe and healthy work, teaching, and learning environments. Therefore, the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance and the abuse of alcohol in the work place is expressly prohibited. Students, faculty, and staff may be drug tested in accordance with this policy.

Lamar University is also a smoke-free and tobacco free campus, so the use of tobacco products, including smokeless tobacco, electronic cigarettes, or similar devices, is not permitted on university premises.

Lamar University General Policies

For an explanation of general policies and procedures from Lamar University's Human Resources, please visit:

<https://facultystaff.lamar.edu/human-resources/policies-procedures.html>

Corrective Actions

Part of developing a strong team and best serving our students is meeting employment expectations. When employees do not comply with STAR Services, university, and/or program policies, the following corrective actions occur:

1st offense- Verbal notification from Administrative Assistant or Program Coordinator

2nd offense- Written notification from Program Coordinator

3rd offense- Meeting with Program Coordinator to determine disciplinary action up to or including dismissal from STAR Services employment

Additional offense(s)- Dismissal* from STAR Services employment

*Dismissal - If your STAR Services employment is terminated, you are not eligible for re-hire in the STAR Services department.

Confidentiality

STAR Services values the privacy of the students we serve and upholds the highest level of confidentiality regarding students' personal and academic information. All employees are required to review, complete, and sign with their supervisors a STAR Services Confidentiality Agreement that will help them understand their responsibilities regarding confidential information. Please find a copy of the Confidentiality Agreement on the next page; your supervisor will give you a copy to sign for your STAR Services employment records.

STAR Services Confidentiality Agreement

STAR Services values the privacy of the students we serve and upholds the highest level of confidentiality regarding students' personal and academic information. I, _____ (Your Printed Name), understand and accept the following conditions and responsibilities of my employment at Lamar University as an employee of STAR Services:

Please review and initial the following statements:

- _____ I will abide by FERPA (Family Educational Rights and Privacy Act) and will not disclose any student record information (e.g. student L#s, majors, grades, personal data, etc.). For additional FERPA information, please visit <https://www.lamar.edu/general-counsel/family-educational-rights-and-privacy-act.html> and complete the FERPA training
- _____ I will not share any medical or disability information that I become aware of during my work with students
- _____ I will not discuss, outside of STAR Services, any personal or academic student information I gain during my employment
- _____ I will not or will not allow any person to copy, reproduce, alter, or delete any students' or STAR Services's confidential information
- _____ I fully understand that disclosure of confidential information to any unauthorized persons (e.g. other students, parents) could subject me to disciplinary action resulting in termination from my job, judicial sanctions, as well as penalties imposed by law.
- _____ If I have any questions or concerns about confidential information, I will seek guidance immediately from my supervisor

Your signature signifies that you understand your responsibilities regarding confidential information and agree to hold all information you may become aware of during your position in the strictest of confidence both during and after your employment is complete.

Student

Signature _____

Date _____

Supervisor

Signature _____

Date _____

Notes: