



STUDENT EMPLOYEE HANDBOOK

Setzer Student Center, 2017-2018

ABOUT THE SETZER STUDENT CENTER

Mission Statement

The Setzer Student Center provides programs that enhance personal, social, and leadership development to compliment the educational growth of Lamar University students. The Setzer Student Center also serves as the center of campus life and provides a shared home for the University; welcoming students, faculty, alumni, staff, parents, and guests.

Goals

1. Complement and enhance the student academic experience through a rich variety of cultural, educational, leadership, and social programs.
2. Provide opportunities for students to develop their leadership skills through participation in student organizations, volunteerism, advisory boards and committees, student employment, and collaborative event planning.
3. Enhance campus life programming by providing consistent customer service to the Lamar University community and maintaining a safe, clean, and functional facility.

History of the SSC

The Setzer Student Center is named after Dr. Richard W. Setzer, the fifth President of Lamar University. Setzer, a professor of economics, came to Lamar in 1951 to serve as the first dean of the LU College of Business. In 1961, he was named Vice President of Academic Affairs.

In 1967, Dr. Setzer was promoted to the presidency of Lamar University after the death of former President F.L. McDonald. A lover of sports, well-known for his mastery of golf, he was also a leader in civic and business affairs. He died suddenly in 1969 during a photo session after playing in a faculty-staff basketball game in McDonald Gymnasium. After his untimely death, the board of regents voted to rename the student union the Richard W. Setzer Student Center in his memory.

Staff Directory

Dr. Terry C. Mena
Associate Vice President &
Dean of Students
Interim Director, Setzer Student Center
Office: Carl Parker 101
880-7035
Brandie Van Zanden
Associate Director,
Student Involvement & Programming
Office: Student Organizations Annex
880-7775
Michael Deneus
Coordinator, Student Organization Services
Office: Carl Parker 109
880-8739

Elizabeth Jeanes
Marketing Coordinator,
Division of Student Engagement
Office: Carl Parker 109
880-7746
Polly McNeel
Coordinator, Special Events
Office: Student Organizations Annex
880-8727
Doris Cooper
Administrative Associate Senior
Office: Carl Parker 109
880-8726

REQUIREMENTS FOR EMPLOYMENT

Enrollment Status

Student employees must be enrolled in at least six credit hours during a long semester or three credit hours during summer at Lamar University to remain eligible for employment at the Setzer Student Center.

Minimum Grade Point Average

All undergraduate Setzer Student Center student employees must maintain a minimum cumulative grade point average of 2.5 to remain in good employment status with the Setzer Student Center. Graduate students must maintain at least a 3.0 cumulative gpa. Failure to maintain the required gpa as a graduate student employee will result in immediate termination.

It is the goal of the Setzer Student Center Administration to provide employment opportunities for our students that will work within their academic schedule. We want to assist you in succeeding at Lamar University, and we are willing to adjust your work schedule to meet your needs.

Maximum Hours Per Week

Student employees may work up to 19.5 hours per week. No student employee may exceed 19.5 hours during the work week, Saturday at 12:01 am to Friday at midnight.

Payroll Procedures

- Student employees are paid every two weeks.
- You must clock in and out using the tools on Self-Service Banner.
- Time sheets must be submitted by 10 AM each Saturday. You will NOT be able to enter hours after then.
- If you don't enter and submit hours, you won't get paid. You'll have to enter your hours as retro hours on the time sheet for the next pay period.
- To enter partial hours, round up or down to the closest quarter hour and record using decimal points. EX: 1.25, 1.50, 1.75
- Once you submit and your time sheet is approved, you can't enter any more hours.
- Under no circumstances are you to access another employee's time card.

EXPECTATIONS FOR STUDENT EMPLOYEES

Positive Work Culture

Work culture represents a set of beliefs, expectations, ideas, values, attitudes, and behaviors shared by the members of a given work environment. Practicing within a positive work culture will provide you, the student employee, with a strong foundation of both positive work ethics and workplace interactions. There are, of course, many characteristics or factors that may come together to create a positive work culture. Several of the most prominent characteristics that should be recognized and employed by you, the student employee, are mentioned below.

Motivation

Motivated employees contribute to a positive work environment. They affect the morale of those around them, are more likely to be self-starters and innovators, have strong personal goals, and have a healthy work ethic.

Professionalism

Your behavior in the workplace should exude professionalism. This includes wearing the proper attire, using proper language, maintaining a positive attitude, honesty, and behaving ethically. If you want to be a professional, you should act like a professional.

Dress Code

- Student employees must be dressed in a professional manner when reporting to work.
- We'll provide you with staff shirts. Wear these shirts on any shift you have Saturday through Thursday.
- On Fridays, you may wear a red LU t-shirt to promote school spirit.
- Black or khaki pants or skirts must be worn while on shift.
- No hats, shorts, or leggings.
- If you have any questions about the dress code, talk to your supervisor before wearing the item to work.

Food

Student employees may not eat in view of customers or other visitors. Please wait to eat until your break.

Confidentiality

Information heard or seen in the office or department is confidential. Use discretion when making copies or faxing sensitive documents.

Dependability

Work Schedules

Work schedules will be mutually agreed upon between the student and their supervisor.

Shift Breaks & Lunch Breaks

- If you are scheduled for a shift of four or more hours, you must take a 15 minute break.
- A lunch break of at least 30 minutes must be taken for a student who works eight hours or more.
- You must clock out for each break period, and clock in when you return to your work assignment.
- Every student must notify their supervisor each time a need occurs to leave the job site.

Calling Out Sick

If you are ill, call your supervisor as early as possible.

Punctuality

You are expected to be at your work station, ready to begin your shift at the assigned time. If you are going to be late, it is your responsibility to contact your supervisor before our shift begins.

Work Assignments

If you don't understand work assignments, ask for clarification from your supervisor. When you finish a task or project, ask your supervisor for another task. Taking the "initiative" will be appreciated.

Communication

If you value and pay attention to the feedback that you receive from others and equally share your own feedback, you will find your experience as a student employee far more rewarding.

Telephone Etiquette

- Answer calls promptly and with a smile in your voice
- Speak slowly and clearly
- Use your best manners
- Convey a friendly and helpful attitude to the caller
- Be courteous and polite—you never know who is on the other end
- Don't do other things while on the phone
- Don't speak with gum, food or liquid in your mouth

Email Policy

- Your LU-issued email address is the official communication standard for email communications.
- You are responsible for monitoring your official LU-issued email.
- You may forward your LU email to an alternate email address at your own risk.
- Lamar University is not responsible for email forwarded to any other address.

Use of Resources and Supplies

- Your scheduled time is work time. School work comes first: however, it should be done at home or on your own time.
- Office supplies and equipment are state property and are for office use only. Do not take office supplies home with you.

- Internet and phone use is for work-related assignments unless arrangements are made with your supervisor.
- All student employees must follow the Lamar University Information Technology Appropriate Use Policy.
- The personal use of computers, copy machines, and other equipment is not allowed.
- Personal visits from friends are discouraged. Visitation time should be limited.
- Student employees will be prohibited from using cell phones, blue tooth devices, laptops, video games, and other devices not mandated for usage in the student's job description.

Problem Resolution Process

There may be times during employment when a student is not performing to expectations. At these times it may be necessary to inform the student of his/her performance.

You are responsible for bringing your concerns about job performance to the Supervisor.

Discipline Interview

First Step: Verbally notify the student of the inappropriate action(s).

Second Step: If the situation persists, the problem should be defined, in writing, on the Corrective Discipline Interview Form, including suggestions for improvement and an expected date of improvement. This form should be signed by both the supervisor and the student so that there is a mutual understanding of the situation, and a copy should be maintained by both.

Following these procedures should improve the situation; otherwise, termination may be necessary.

Termination Actions

Employers have the right to terminate the assignments of student employees. Student employees have the right to request and offer an evaluation opportunity to improve before termination of employment. However, some situations may warrant immediate termination.

Examples of reasons for immediate dismissal by Supervisor:

- Theft of supplies/equipment
- Three absences without prior notice or department regulations
- Destruction of University property
- Trespassing on work site after hours
- Threat to supervisor or co-worker
- Falsification of timesheets

It is recommended that both supervisors and student employees give two weeks' notice of resignation/termination, whenever possible.