

Information Services And Information Technology Services



Student Assistant Guidelines

April 2014

Dear Student Assistant:

Welcome to Information Services. We are a department within the Academic Affairs Division of the University and are responsible for providing secure, reliable and efficient academic and administrative computing, communications, and information technology services to enable Cal Poly's mission and objectives.

Student Assistants are an integral and important part of this equation and we rely on your work to help us meet the many demands we are here to fulfill. We hope you will find working in our office a rewarding experience.

Sincerely,

The Information Services Team



Section I: FIRST DAY ON THE JOB

Upon arrival, your supervisor will:

- Review the job description, discuss academic and work schedules, provide a copy of the *Information Services Student Assistant Guidelines*, and answer any questions you may have about the working conditions.
- Accompany you to Payroll Services to complete any necessary employment paperwork (Administration Bldg. Room 107). Be sure to take your Student Employment Application, original social security card, driver's license, and visa information, if applicable.
- Give you a tour of your assigned work area and introduce you to other staff members.
- Enroll you in any necessary safety training.
- Enroll you in defensive driving if your job requires driving.

During your first week on the job, you will need to review the campus Student Employment Handbook (located on Payroll Services' website), the *Information Services Student Assistant Guidelines*, and participate in applicable training (e.g. safety awareness, etc.) Your supervisor will explain how to enter your hours worked into the on-line Student Pay System.

Section II: SALARY

Salary is determined by the area manager at the time of appointment based on the overall complexity and scope of assigned duties, and the level of experience the student brings to the position.

Section III: CONDUCT

As a student assistant within Information Services, you are expected to adhere to the following standards of conduct:

1. All Student Assistants who work in Information Services are required to sign the Confidentiality Agreement and must maintain the highest level of confidentiality with the information they may become privy to while on the job.
2. Work hours are based on the needs of the department. Supervisors are aware of the difficulty of balancing work hours with class and study time, and will try to accommodate the student whenever possible. Conversely, the student is expected to meet the standard of work quality and quantity when on work time.
3. The student is expected to be at work when scheduled. If ill or otherwise detained, s/he must notify the supervisor as soon as possible before the scheduled work begins.
4. While on duty, the student is expected to put department work above personal interests, including studying and usage of cell phones or other electronic devices. Personal matters should be addressed on the student's own time.

