UW-Stout STAR

Employee Handbook

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General Information

About STAR:
STAR is a division of Telecommunication and Networking (T&N). Every student worker employed by T&N is automatically part of STAR. STAR is a unique organization in that it is student managed; through it exists to support the overall goals and objectives of T&N.

STAR is an innovative initiative that benefits students while also meeting the technology support needs of the UW-Stout community. Student empowerment is a top priority. Its purpose is to give student employees the instruction they need to become competent in various area of technology and to give them the responsibility and authority to make decisions and provide customer services.

STAR is an Equal Opportunity Employer and seeks to reflect the diversity of the university community. STAR welcomes students of every academic discipline.

STAR Communications:

In order to facilitate communication, an email list server is used for STAR employees. Every STAR employee is on this server and receives departmental information, job posting, policy changes, training updates, and any other pertinent communications. Employees are expected to actively use their UW-Stout email account and read emails sent via the STAR list server mail regularly.

Work Guidelines

Dependability and Reliability:
We rely on STAR employees to be on the job and require a reason, in advance, if they cannot be. Frequent absences, even excused ones, cause problems for employers and co-workers and are cause for dismissal. Frequent absences or other attendance problems will be dealt with on a person to person basis by their supervisor. Likewise, reliability is important. An employee must be able to follow through on a task without continual supervision.

Punctuality:
We depend upon STAR employees to report at the time specified. As with absenteeism, employees who are late at the start of work create problems for co-workers, supervisors, and clients.

Quality of Work:
We depend on STAR employees to take care to execute the job functions they are assigned, whether that is with customer service, data accuracy, system security, or any other functions.

Leaving STAR or a Department:

In addition to these four basic principles, we realize that STAR employees who begin working in one capacity may decide, over the course of their study at UW-Stout, to move to another department or position within STAR. We encourage employees to seek assignments of increasing responsibility, though we ask that they commit to one department for a semester or a year depending on the job.
It is preferred that any student employee gives a one-semester notice when he or she plans to leave STAR or move to another department. If this is not feasible, the employee should notify the supervisor in writing (email) at least two weeks before the last workday with the reason for leaving. At that time, the employee should schedule an exit interview with the supervisor or the department of Telecommunication and Networking (T&N) manager. At the exit interview, the employee and supervisor should confirm that all records are in order for employer reference.

On the last scheduled workday, all keys and UW-Stout or STAR property must be returned to the supervisor. All personal materials should be removed from the workstations and all personal data should be removed from the universities computers. Turn in the STAR Employee Handbook to the STAR managers or your respected Department.

When student employees leave a department, STAR requests that they help train their successors. This will offer students opportunities to broaden their experiences, while respecting the needs T&N and STAR have for consistency in the service they provide to the university community.

Customer Service Skills

- Use interpersonal skills – listen, reflect, then respond.
- Be open to others’ ideas.
- Share your experiences and ideas.
- Be discrete and share criticism constructively.
- Be open to correction.
- When you make a mistake, please notify your supervisor. Making mistakes is part of the student employment experience and we want to you to gain knowledge from what’s done in the past.
- Use and develop your own judgment, but ask for support when you need it.
- Accept responsibility and take on extra work when needed, but don’t over-commit.
- Take time to communicate and plan ahead.
- Build the team – sometimes leading, sometimes following.
- Work hard and have fun!
- Feel free to ask for assistance when needed and questions where applicable.
- Be friendly and willing to help each other.
- Approach customers with a smile.
- Continually work on self-motivation and try to motivate those around you as well.

* STAR encourages student employees to develop positive attitudes that will enhance success.

Star Work Rules

Minimum Weekly Hour Requirement

Minimum Scheduled Hours/Week: 8

STAR employees are required to work a regular and consistent set of hours so that they can learn departmental procedures and how to respond to the wide variety of questions and problems encountered on
the job. As a result, every STAR employee is required to have eight regularly-scheduled hours each week. These hours may be accumulated through any job role within STAR.

Information Technology Policy
STAR employees are expected to follow the University’s policies regarding the use of University computing hardware, software, networking services, or any property related to the use of these facilities. These policies have been outlined below; for the full policy read the Acceptable Usage Policy at [http://net.uwstout.edu](http://net.uwstout.edu)

The University expects that all persons who make any use of University computing hardware, software, networking services, or any property related, or ancillary to the use of these facilities will abide by the following policy statement: University information technology resources are provided in the hope that the whole university community will use them in a spirit of mutual cooperation. Resources are limited and must be shared. Everyone will benefit if all computer users avoid any activities which cause problems for others who use the same systems.

Regulations that govern personal conduct and use of University facilities (as published in the University of Wisconsin System Administrative Code [http://www.uwsa.edu/univ_rel/publicat/itpolicy.htm](http://www.uwsa.edu/univ_rel/publicat/itpolicy.htm) and UW-Stout policies [http://www.uwstout.edu/police/uws1806.htm#46](http://www.uwstout.edu/police/uws1806.htm#46)) also apply to the use of IT resources.

In addition, the following guidelines give more specific examples:

General Guidelines
Access to University IT resources is a privilege granted to members of the University community which carries with it the responsibility to use them for University related activities, exercising common sense and civility.

Individual Responsibility
Authorization for use of IT facilities is provided to each individual for his or her own use. No person may use an authorization which belongs to someone else, nor can any person granted this right share it with another. In many cases the University has obtained access to these resources exclusively for the use of members of the University community. It is a violation of those agreements for others to use them.

Security
The protection of University IT resources depends heavily on each user’s careful handling of keys to these resources. Since any account can serve as an entry point for theft, damage or unauthorized use, users must protect the confidentiality of their personal identification codes and passwords and are expected to exercise reasonable care to insure that others cannot use their accounts. Every account must be safeguarded as any account could provide a foot in the door for a hacker.

Hacking
Persons may not obtain or use — or attempt to obtain or use — passwords, IP addresses or other network information that have not been assigned to them as individuals or authorized for their use. Persons may not obtain - or attempt to obtain - unauthorized access to computer accounts, software, files, or any other University IT resources.
Malicious Activity
Persons may not alter or intentionally damage software or data belonging to someone else or interfere with another person's authorized access to IT resources. Users may not intentionally disrupt or damage University computers or networks in any way.

Impersonation and Anonymity
Users of University IT resources may not send electronic messages with the sender's identity forged or send anonymous messages unless the recipient has agreed to receive anonymous messages.

Commercial, Political and Non-University Activities
Persons may not use University IT resources to sell or solicit sales for any goods, services or contributions unless such use conforms to UW-Stout rules and regulations governing the use of University resources. University employees may not use these resources to support the nomination of any person for political office or to influence a vote in any election or referendum. No one may use University IT resources to represent the interests of any non-University group or organization unless authorized by an appropriate University department.

Exposure to Offensive Material
Use of network resources, and the Internet in particular, may expose an individual to content which they personally find objectionable, including comments or graphics which are profane, obscene, racist, sexist or otherwise offensive. UW-Stout does not seek to censor any materials that you may access via IT Resources. The individual accessing IT resources is solely responsible for what they may encounter. In accordance with the University's Sexual Harassment Policy, sexually explicit or obscene materials may not be publicly displayed, whether they are obtained via electronic or other means.

State and Federal Laws
Persons may not use University computing facilities to violate State or federal laws, including copyright laws. This includes, but is not limited to, downloading movies, music, and/or software from the web or by using peer-to-peer file sharing programs such as Blubster, mIRC, Kazaa, iMesh, etc.

Individuals who violate the aims of this policy will be subject to disciplinary action or to referral to law enforcement authorities. Telecommunication and Networking Services personnel are authorized to monitor suspected violations and to examine items stored on any University storage medium by individuals suspected of violating this policy.

Employee Policies
The STAR Employee Handbook serves to elaborate on the policies set forth in the UW-Stout Student Employee Information Site. This on-line site can be reached at the following URL:

http://www.uwstout.edu/jobs/studentjobs/index.cfm

Information on Rights and Responsibilities for resolving student-initiated complaints refer to the following URL for procedures on student complaints against a staff member or the university. Areas covered include sexual harassment, consensual relationships and discrimination. Specifically, Sexual Harassment, Consensual Relationships, and Discrimination.
Information on Rights and Responsibilities for resolving university-initiated complaints refer to the following URL for procedures on university complaints against students. Areas covered include academic and non-academic disciplinary procedures. Also descriptions of policy governing conduct on university lands; alcohol and drug abuse; smoking; eye protection; and arson, fire and explosives.

Engaging in one or more of the following forms of prohibited conduct may result in disciplinary action ranging from a reprimand to immediate discharge, depending upon the specific form of conduct and/or the number of infractions.

These work rules do not constitute the entire list of violations for which employees may be disciplined. Other rules are provided by statute, by administrative codes, and by administrative procedures established by management.

- Insubordination, including disobedience, or failure or refusal to carry out assignments or instructions.
- Negligence in performance of assigned duties.
- Misuse of authority delegated.
- Unexcused or excessive absenteeism.
- Failure to notify the supervisor promptly of unanticipated absence or tardiness.
- Failure to observe the time limits and scheduling of breaks.
- Using abusive language towards others.
- Threatening, attempting, or causing bodily harm to another person.
- Making false or malicious statements concerning other employees, supervisors, students or the university.
- Use or possession of alcoholic beverages or illegal drugs during work hours, or reporting to work under the influence of alcoholic beverages or illegal drugs.
- Inappropriate dress or lack of personal hygiene that could constitute a health and safety hazard.
- Failure to exercise good judgment or being discourteous in dealing with fellow employees, students or the general public.

STAR expects that even if you are not on duty, you represent UW-Stout and its facilities. You must uphold and adhere to the rules regarding the university computing resources at all times, for more information on the policy regarding computing resources look at the Information Technology Policy.

You are expected to avoid derogatory comments about the Department of Telecommunication and Network or STAR policies or personnel.

T&N management may alter work rules to meet special requirements of the departments or as circumstances require with or without notice.
General STAR Procedures

Primary Department Assignment:

- All STAR employees are given a Primary Department Assignment, which is where they will primarily work for at least one semester. STAR employees may receive department-specific work guidelines for their Primary Department.

Having a Primary Department Assignment is important because it:

- Assigns you to a supervisor with whom you are encouraged to discuss all problems, questions, and concerns.
- Gives you precedence when schedules are made and hours are allotted in that department
- Provides you with the opportunity to become expertly familiar with one particular department
- Designates a spot for your timecard
- Clarifies the process of performance reviews. Performance reviews are conducted each semester and include a discussion of work performance and wage rate. The review becomes a permanent part of your personnel files.

Expectations Regarding Interactions with Clients:

- When answering the phone, clearly identify yourself and the department
- Take an interest in clients’ problems. Listen carefully to the problem and reply in terms they can understand
- Be tactful when interacting with clients; never argue. Direct clients who questions T&N policy or procedures to your supervisor. If a supervisor is not immediately available, offer to relay the concern via e-mail or voice mail before the client leaves. Take the client’s phone number so someone can call him or her back.
- Properly qualify your opinions when you are unsure of something by saying, "I don't know, but I will find out."
- Never touch or work on anyone's personal computer unless instructed. You may be held liable for any loss of data or damage that may occur.

How to Solve Conflicts with Clients:

STAR employees and supervisors address client concerns by first attempting to understand the problem from the client’s perspective, realizing that the client may not know about computers or STAR work practices.

Next, employees and supervisors offer preliminary solution. If a solution is unknown by anyone present, the client is referred to someone who would know the answer.

If client become disruptive, employees first ask them kindly and quietly to take a corrective course of action, e.g. to lower their voices. If the clients are unwilling to compromise, STAR employees will ask them to leave, refer them to campus security, call the STAR supervisor, or call the T&N manager.

How to Solve Conflicts with Employees:

STAR supervisors address employee concerns by first attempting to understand all sides and components of any problem. They will investigate why the employee is upset and whether the employee is aware of the rule that he or she has violated.
There are many different types of workplace conflicts that can arise, such as miscommunication, interpersonal conflicts, rudeness to clients, insubordination, etc.

An employee involved in a workplace conflict should be confronted privately. The supervisor should state the rule or resolution that is expected so that the employee understands the conflict. If the supervisor cannot solve the conflict, he or she will defer the situation to a STAR Director and/or T&N Supervisor.

**STAR Disciplinary Policy**

The STAR Disciplinary Policy provides standardized procedures for common problems. It is enforced upon violation of STAR Work Rules (page 5) or of any defined attendance issue listed below.

STAR employees and supervisors should feel comfortable in the decision-making process with regard to sensitive issues. This work practice policy should alleviate STAR employee fear of illegitimate termination and will lead to a more open and communicative work environment.

**Excused Absences:**

An excused absence is granted if one of the following occurs:

- A STAR supervisor has been notified 24 hours in advance that a STAR employee cannot make a shift for an excused reason, such as an appointment with a doctor, a funeral, sickness, or similar situation. The employee must also put in an attempt to find a replacement for his/her shift (this is not the supervisor’s job).
- In the event of an emergency in which an STAR employee will be late or cannot make his or her shift, the STAR or T&N supervisor must be notified as soon as possible.
- During an emergency, if a STAR employee is unable to directly speak to his/her department or T&N supervisor, he or she may leave a voice message or e-mail marked "IMPORTANT."

**No Shows:**

A "No Show" will be given if one of the following occurs...

- Failure to show up for shift without completing one of the above tasks.
- Failure to report a co-worker for not showing up
- Employee that leaves early missing more than an hour or over half there shift
- Every two tardies in a semester constitutes one no show

*First Offence* - The manager for the area will personally contact the student by email noting the shift was missed and is being documented.

*Second Offence* - The manager for the area will personally contact the student either via email or in person to set up a meeting time in which the following will be discussed. Documentation will be made that this is a second offence and if another shift is missed hours will be reduced.

*Third Offence* - The manager for the area will personally contact the student via email or in person and set up
a second meeting time in which the following will be discussed. Disciplinary action (termination, suspension, probation, or as seen fit) will be taken and documented on a permanent record throughout the students STAR career.

Security Breeches:

STAR employees given an administrator password or any other password allowing them into secure areas will be monitored at random times. Anyone found to be using his or her password in a manner that it is not intended to be used for, will be terminated immediately.

Peer Training Policy:

STAR Peer Trainers are held to a higher level of professional expectancy than other STAR employees. Because of their increased responsibility as a leader in the classroom, Peer Trainers must adhere to a separate an enhanced disciplinary policy. In addition to this enhanced policy, peer trainers must sign a contract at the beginning of each semester. This contract will bind them to a training position until the end of the semester. The Peer Training Disciplinary Policy is as follows:

Write Ups:

Star Employees are responsible to keep up on all policy and procedures in their specific area. Failure to keep up with new policy and procedure may result in STAR bad behavior write up. Some other reasons for write ups may be:

*Inappropriate behavior* : This may include swearing while working, discussing inappropriate subjects, and Insubordination. Over all, these actions can and will be determined by the STAR manager.

Disciplinary actions for STAR sanctioned write ups are as follows:

1st Write up: The first write up will be recorded by a Manager and will be reported to the STAR Director. The Manager will then contact and setup a verbal meeting with the employee to warn them of their inappropriate action.

2nd Write up: The second write up will be recorded by a Manager and will also be reported to the STAR Director. Then the Manager will write a detailed message to the employee describing the problem that has taken place. The Manager will present the document to the employee in a confrontational meeting and warn the employee of the seriousness of the secondary write up.

3rd Write up: The third write up will be recorded by a Manager and will also be reported to the STAR Director. Then the Manager will write a detailed message to the employee describing the problem that has taken place. The Manager will present the document to the employee in a confrontational meeting. This write up will constitute possible probation/suspension or ultimately termination. (Please see "Definitions" below)

Definitions:

*Tardies:* Tardies are defined as showing up to work more than five minutes late for a shift or leaving early (student will be allowed to leave up to five minutes early only to allow them to attend class). Failure to report
a co-worker for a tardy will result in a discussion with the supervisor and consequences will be determined, unless that person has prearranged with the manager and found someone to cover their shift.

Suspension: An employee placed on suspension will be taken off the schedule for a length of time according to the severity of their actions. There are three levels of severity, which are as follows.

- Level 1: Two Shifts
- Level 2: One week
- Level 3: Two weeks

* Following their suspension the employee will be placed on probation.

Probation: An employee placed on probation will be monitored for three months or until the end of the semester, whichever is greater. An employee found in violation of probation will be terminated.

Termination: Upon termination, the student will not be allowed back into the STAR program for the remainder of the student’s UW-Stout academic career.