



DIVISION OF MULTICULTURAL AFFAIRS

WESTERN MICHIGAN UNIVERSITY

DIVISION OF STUDENT AFFAIRS

Student Employee Handbook

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WELCOME TO THE DIVISION OF MULTICULTURAL AFFAIRS (DMA)!

We hope your employment here will enhance your learning and personal development. Your successful employment in the Division of Multicultural Affairs is important to us. As a student employee in our office, it is essential that you are familiar with DMA expectations and guidelines. This manual has been designed to outline some specific guidelines to assist you in better understanding our expectations of you as an integral part of our office. We hope that your employment with our office will assist you with achieving both your academic and professional goals.

Once again, WELCOME!

DMA MISSION STATEMENT

To provide support for the retention of diverse students through services and programs that will enhance their learning experiences, build new relationships, and prepares them to successfully interact in a multicultural world.

DMA VISION STATEMENT

To create a welcoming, accepting, and supportive environment for diverse students to achieve academic and personal success.

YOUR ROLE WITH DMA

As a student employee in the DMA, your role will be to assist our Division with the following:

- ◆ Providing quality service to staff and students.
- ◆ Enhancing our image through interactions and/or communication with other WMU departments.
- ◆ Serve as a DMA representative throughout the campus.
- ◆ Promoting an environment that demonstrates WMU pride.

GENERAL POLICIES AND PROCEDURES

GETTING STARTED

Prior to your employment with the Division, the following information must be completed and submitted to DMA finance analyst:

1. Financial Aid Award Letter (this can be obtained via your GoWMU account)
2. Social Security Card (must be verified with DMA finance analyst)
3. Driver's License (must be verified with DMA finance analyst)
4. Statement of Confidentiality
5. I-9 form
6. W-4 form
7. Direct deposit authorization form
8. Signed offer letter

Please check with the DMA finance analyst if you have any questions or concerns regarding paperwork.

STUDENT PAY SCHEDULE

All DMA clerical assistants and programming assistants will be paid at the Level B for their first full semester of employment, excluding those positions that require special programming skills. GUCD and Upward Bound positions vary from Levels B to D. MLK Leaders and STEM Peer Mentors/Tutors will be paid at the Level D. Those positions requiring special skills will be paid at the appropriate level.

WORK SCHEDULE AND HOURS

Work schedules must be submitted to the appropriate person no later than two days after orientation and/or the first day of the semester. Students are expected to arrive promptly during scheduled times and be ready to carry out responsibilities upon arrival. Please refer to the Time and Attendance Procedures for more details.

RESPONSIBILITIES

All Student employees must attend and participate in a Student Orientation (returning and new employees) during the semester they plan to work with the Division. Student employees will be notified of the time and day. Please speak with the designated individual for scheduled time of orientation. In addition, one or two mandatory Saturday training meetings will be scheduled throughout the semester.

All Student employees are expected to provide quality service to DMA staff and other students. All students are responsible and accountable for their working time and to carry out instructions for each assigned task. Refer to the Time and Attendance Procedure for flow of work. Please ask questions if necessary.

Student employees are to **punch in/out on time clock**, located in the room 2260, each work day (refer to Time and Attendance Procedures for more details). Student employees are paid bi-weekly on Tuesdays.

It is your responsibility to schedule bi-weekly performance management reviews with the designated individual.

PROBATION PERIOD

There is a 30-day probation period, which begins immediately after the date of hire, whether as a new DMA student employee or as a current student employee who moves to a new position by promotion or transfer. Probation is a working test period that allows student employees to learn their job duties and responsibilities. Your supervisor will complete a Probation Report at the end of the 30-day period. This report will assess the student employee's job performance and serve as a basis for maintaining or terminating employment.

PERFORMANCE EVALUATIONS & GPA REQUIREMENTS

Quality performance is important to provide a useful, enjoyable work experience in the Division. The Employment Services Committee will ensure evaluations are completed for each student employee.

All Student employees are required to maintain a grade point average of 2.5 (3.0 for MLK Leaders and 3.5 for STEM Tutors). Students whose grade point average falls below the minimum requirement, a grace period can be instituted at the discretion of the supervisor and the Employment Services Committee, allowing the student to restore their grade point average to the required minimum while continuing to work. If a student's grade point average continues to decline, a meeting must be scheduled with the Employment Services Committee and the appropriate supervisor to reevaluate the student's status.

CONFIDENTIALITY

Occasionally, as a Student employee in the Division, you may be exposed to confidential information. All student employees are to adhere to the confidentiality policy of the Division. **Violation of confidentiality will result in immediate termination** (see Appendix D).

WORK AREAS

Unless specified, student employees are to work in the designated offices.

****NOTE** - Student employees who opt to visit the Division during off times should utilize the Multicultural Room and not the designated work areas as this may cause a disruption to student employees who are working. (See Time and Attendance Procedure)**

Meals and/or snacks are to be eaten in the designated area (Multicultural Enrichment Center) **only**, not work areas. Beverages with lids are permitted. Any food garbage must be thrown away in a trash receptacle that is emptied daily.

TIME AND ATTENDANCE PROCEDURE

Listed below are the Time and Attendance procedures that each Student employee is expected to adhere to while working in the DMA (see Appendix A):

1. Punch In & Out. Student Employees are to punch **IN** upon arrival and **OUT** upon the end of work schedule in Room 2260. After punching in, please report immediately to your designated work area.

Be sure to punch in/out for lunch breaks. If you consistently remain punched in during lunch breaks, appropriate disciplinary action will be taken after the **second occurrence** and can ultimately lead to termination (refer to Appendix A). **Handwritten adjustments by student employees on time cards are not permissible.** The appropriate supervisor must approve all time card adjustments.

Time sheets: If you use a time sheet to report your hours worked, be sure to submit it on time to the appropriate person for approval. Time sheets received after the deadline will cause a delay in your pay.

2. Absenteeism & Tardiness. If an emergency arises and an absence is anticipated, you must call the call-in line at (269) 387-3317 or your immediate supervisor. Excessive absenteeism may lead to sanctions or termination. You are considered late if you are not punched in by your scheduled work time. You will receive a formal warning after the third occurrence (see Appendix C).
3. Schedule Change. Your immediate supervisor must approve any variance to your work schedule. All variances and/or permanent changes must be submitted in **writing** to your immediate supervisor **prior** to the variance and/or change.
4. Final Exam Week. Students are not typically scheduled to work during final exam weeks; however, if you would like to work the week of finals, a **schedule must be**

submitted to and approved by your immediate supervisor the Friday before finals week to ensure the Division has proper coverage.

5. Utilizing DMA Services. Student employees who utilize DMA services on their off days should do so in the Multicultural Enrichment Center, room 2276, and **NOT** in the designated work areas. Enjoyable as your presence is, it may disrupt the students who are working.
6. Maximum Work Hours. Students are allowed to **work a maximum of 29 hours per week as permitted** (20 hours for international students) by the Career and Student Employment Services (CASES) Office.
7. Resignation. Students must notify their immediate supervisor, in writing, if they decide not to continue their employment in the Division.
8. Enrollment. In order to be employed with the Division, a Student must be **currently enrolled** in classes at WMU. If change occurs, i.e. all classes are dropped and/or credit hours decrease making you ineligible for the work-study award, please inform your immediate supervisor.
9. Breaks and Lunches. Breaks may be awarded during a four-hour or longer work schedule. Paid breaks are **15 minutes only**. No one should have more than one break per four hours or two breaks during an eight-hour workday. Breaks should be taken during the middle of time worked rather than at the start or end of schedule, unless otherwise approved by supervisor. If an eight-hour shift is worked, the employee may take a **30-minute to one hour unpaid lunch break**. Breaks and/or lunches must be taken away from your designated work area, i.e. in the Multicultural Enrichment Center, room 2276. **Student employees are to adhere to the punch in/out procedure outlined in the Time and Attendance Procedure when taking breaks and/or lunches.**

GENERAL RESPONSIBILITIES

Below is a list of general behaviors that are to be maintained while employed as a student employee with the Division of Multicultural Affairs:

1. Student employees are to utilize designated work areas to complete tasks. Some assignments may deem it necessary to work in a staff member's office. Please note that this is a staff person's office and assignments should be completed in a timely manner. In the event the staff person is not present while you are completing the task, the office door is to remain open.
2. A mailbox is designated for each student employee as a means of keeping you informed of meetings and or work assignments. It is each student's responsibility to check their mailbox and email each scheduled workday for updates, etc. Mailboxes are located in room 2260.

3. It is each student employee's responsibility to inform their immediate supervisor, **in writing**, of all changes to home address, home phone number, email address, and etc. This information must remain current.
4. Refrain from boisterous congregation and idle gossip in offices and/or work areas at all times. The reputation you save may be your own!
5. Visitors are **prohibited**.
6. Student employees are expected to become familiar with all offices and functions of this Division in order to know important general information.
7. Student employees should present a cheerful, efficient, and professional attitude when dealing with co-workers, staff members, and other University employees, when running errands and by telephone.
8. This is a professional environment; therefore, students are expected to dress neatly and in 'business casual' attire. For example, Dockers, khakis, dress slacks, pullovers, sweaters, and button down shirts. **Clean, pressed jeans (no holes or rips) and tennis shoes are permitted on Fridays only.** Hats (baseball caps, skullcaps or "Do" rags), short shorts, miniskirts, and tube tops are not permitted. Please use discretion when dressing for work. Violation of the dress code will result in disciplinary action.
9. Maintain a neat and organized work area. Before leaving each day, you should do the following:
 - a. Explain any unfinished work to the appropriate staff member and/or your supervisor.
 - b. Clear and put away all supplies used for the project unless the next person needs to use them to complete project.
 - c. Straighten work area.
 - d. **Empty trash container in your work area on Thursdays.**
10. Light reading and/or studying is permissible only after you have checked to ensure there are no pending work orders/tasks to be completed.
11. **The use of abusive or profane language will not be tolerated.** Violation will result in disciplinary action.
12. **VIOLATION OF ANY OF THE STATED PROCEDURES, POLICIES, AND/OR RESPONSIBILITIES MAY RESULT IN DISCIPLINARY ACTION.**

DISCIPLINARY ACTION

Deviation from stated responsibilities and expectations may result in disciplinary action, up to and including dismissal (See Appendix A). Other items that may lead to some sort of discipline action are as follows:

Falsifying time and attendance: The penalty for falsifying anyone's time card and attendance information is **immediate termination of employment.**

Absenteeism: If an emergency arises and an absence is anticipated, the student must call the call-in line at (269) 387-3317 and/or your immediate supervisor. Excessive absenteeism may lead to sanctions or termination (See Appendices A and C).

Tardiness: As a student employee, you are considered tardy if you punch-in after your scheduled work time. Make plans to **arrive at least ten minutes** prior to your scheduled time so that you can be at your designated work area ready to work. You will only be paid for the hours indicated on your time card.

Student employees are considered late if they have not punched in at the scheduled time. Students will receive a formal warning after the **third occurrence** (See Appendices A and C). If an employee accumulates five unexcused tardies in one semester, the employee will be terminated.

Personal Use of DMA Property: Office equipment and supplies are the property of the DMA and may only be used for job related activities. No one is to use DMA property for personal use. Misuse of the following equipment may result in disciplinary action:

TELEPHONES (NO LONG DISTANCE CALLS) <i>(There is a public telephone in the lobby on the 1st floor for your convenience)</i>	COPY MACHINES
COMPUTERS	TYPEWRITER
FAX MACHINE	OFFICE SUPPLIES

It is our goal to make your employment here meaningful for everyone involved. As stated before, you have an important role here in the Division and your adherence to policy is greatly appreciated.

As always, please feel free to ask questions, and once again, welcome aboard!
