

Student and Temporary Employee Handbook



**University of Pennsylvania
Housing and Conference Services**

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Welcome to Housing and Conference Services

We are very pleased that you have chosen to carry on the long tradition of student/temporary employment in Housing and Conference Services (HCS). If you are a student, we understand that academics are a priority. As an employee the work you perform for HCS is important as well. We strive to deliver the highest level of service to all of our customers, and we need you to work when scheduled and to perform to the best of your ability.

For those who are students, we encourage you to examine your class and activity schedule carefully to ensure that you are able to balance your work responsibilities, extra-curricular activities, and, of course, your classes. Being a student worker does have its advantages. Studies have shown that students who work have higher grade point averages than their unemployed peers. Also, balancing a job and your studies can improve your time management and help you gain valuable experience.

Once again, we would like to extend our warmest greetings to you, one of our most valuable assets, and wish you the best of luck for the academic year.

Eligibility

If you plan to work at the University, federal law requires that you prove your identity and your eligibility. The process is fairly easy. **Before** you begin to work, you must do the following:

- Complete the hiring documentation given to you by your supervisor (see appendix A.)
- Supervisors will review the documentation and sign off on the required forms and forward to the payroll staff.
- The payroll staff will then enter your information into the university payroll system.

Be aware that processing of new employee's paperwork normally takes between 3-4 weeks. Your first paycheck will usually come within that same timeframe.

As a student employee in Housing and Conference Services, you must meet the following qualifications:

- During the academic year you must be actively enrolled in at least a half-time academic program (two classes) at one of the schools in the University.
- During the summer and winter/spring breaks you must be at least 16 years of age; you need not be a Penn student.
- During the academic year, you are not eligible for employment if you are on a leave of absence. If your status changes during employment, you must be sure to alert your department supervisor and the HCS human resources staff coordinator. If you are approaching graduation, remember to keep in mind that your tax status classification will be changing.

Employees who are not Penn students may only work 999 hours in a fiscal year (July 1st through June 30th.) The University does not permit students to work a combined total of more than 20 hours per week across all their jobs during the fall or spring semesters. You must inform your supervisor of all your positions on campus. During the summer months and transition times when classes are not in session, students are permitted to work up to 40 hours per week.

Expectations

Excellence in Service Delivery

Our role within the University's mission is to provide residential services that support and enhance the academic life on campus. If students are satisfied with their rooms and roommates, have no issues with mail, feel safe in their residences, know where to go to have issues resolved and trust they will be resolved, then theoretically they are free to focus on the reason they are here at the University. Coming to an Ivy League institution, students and parents all expect high quality, responsive, and professional service. When our customers are satisfied, we feel rewarded in our efforts and our jobs are easier.

The foundation of giving customers excellent service starts with the way staff and colleagues interact and support each other. All staff members are important customers too and should be treated as such. With this in mind, customer service guidelines have been created to assist in defining expectations for service delivery for all department members (see appendix B.)

As an HCS employee, you are a representative of the University. As such, your work behavior reflects on the entire staff of HCS. You are expected to present Penn, its departments, and its employees in a positive light. This extends to divulging information across all media and forms of communications which includes, but is not limited to, *Face Book*, *My Space*, or any other on-line diary or blog. As with any employment situation, HCS expects all staff to adhere to a "common sense" code of conduct while in its employ.

Confidentiality

As a member of the workforce of the University of Pennsylvania, you are provided with access to personal, proprietary, and/or otherwise confidential data when performing your job responsibilities. This can include information about students, staff, faculty, research subjects, alumni, donors, and other types of information. You must maintain in strictest confidence the data to which you have access. You must not share any confidential information with others who are unauthorized to view such data. You must use your access to confidential data for the sole purpose of conducting legitimate business of the University.

Your access to personal, proprietary, and otherwise confidential data is often facilitated by electronic information systems. In the interest of maintaining the integrity of these systems and of ensuring the privacy and security and proper use of the University's resources, you must not share your password to any such systems to which you have access.

Acceptable Use of Electronic Resources

Each person with access to the University's computing resources is responsible for their appropriate use and by their use agrees to comply with all applicable University, School, and departmental policies and regulations, and with applicable City, State and Federal laws and regulations, as well as with the acceptable use policies of affiliated networks and systems. HCS' policy may be found in appendix C. Please review it carefully. The General Standards for the Acceptable Use of Computer Resources require:

- Responsible behavior with respect to the electronic information environment at all times;
- Behavior consistent with the mission of the University and with authorized activities of the University or members of the University community;
- Respect for the principles of open expression;
- Compliance with all applicable laws, regulations, and University policies;
- Truthfulness and honesty in personal and computer identification;
- Respect for the rights and property of others, including intellectual property rights;
- Behavior consistent with the privacy and integrity of electronic networks, electronic data and information, and electronic infrastructure and systems; and
- Respect for the value and intended use of human and electronic resources

Important Note: *Users of electronic information systems are urged in their own interest to review and understand the contents of this policy. Failure to comply with the University's Standards for the Acceptable Use of Computer Resources constitutes a violation of this policy and may be subject to disciplinary action.*

Training

To be the best at your job it is important that you attend and actively participate in formal as well as informal training that has been established for Housing and Conference Services employees. It is your responsibility to read through and familiarize yourself with employment literature as well as information, departmental policies and procedures presented to you at the start of and throughout your employment

Attendance and Punctuality

Once you have set up a work schedule with your supervisor, it is extremely important that you arrive promptly, prepared to work, and complete your entire shift. If you are unable to work your shift because of illness or other reasons, alert your supervisor as soon as possible. If you are going out of town or have an appointment scheduled during your working hours, again report the situation as soon as possible and no later than 24 hours in advance to your supervisor. If you miss a shift and do not get an excused absence, then the absence is unexcused. Unexcused absences can be grounds for dismissal.

Information Centers provide essential services to the College Houses and must be staffed 24 hours a day, seven days a week. A “no show” is unacceptable and may be grounds for immediate dismissal. If you are hired to work at an Information Center you are expected to arrange for a replacement to work your shift if you cannot be there. You are responsible for communicating the information to your Student Manager and Information Center Specialist.

Delivery of good customer service means being on time. Lateness cannot be tolerated in this environment. Out of consideration to your fellow workers commit to being on time. Any amount of time being late will be documented. After two instances of being late, a warning will be issued. A third instance of lateness may be grounds for immediate dismissal. At an Information Center more stringent policies may apply. For more details please see your supervisor.

Performance Management

Please be advised that misconduct or failure to adhere to HCS policies or instructions could result in termination of your employment. As with any employment situation, your supervisor will advise you if your work is not meeting expectations. Typically performance management will be in the form of progressive steps beginning with a verbal warning, followed by a written warning, and culminating in termination. Depending on the severity of the situation, the process can be escalated. Failure to correct the problem(s) pointed out to you may result in termination.

In some extreme cases, certain behavior could subject you to immediate termination of employment without any prior warning. Some examples of behaviors that can be cause for immediate termination of employment are theft of any kind, criminal behavior, malicious damage to University property, reporting to work under the influence of drugs or alcohol (or consumption of drugs or alcohol while on duty,) falsification of time and attendance records, inappropriate use of student/staff data, confidential information, or HCS resources (computers, facilities, keys, etc.) and breach of residential security procedures. This list is not all-inclusive. Please be advised that HCS bases all termination decisions on the particular circumstances and the severity of the misconduct.

Dress Code

Personal appearance plays an extremely important role in producing a positive first impression. You may dress casually, but neatly. If a staff shirt and ID are provided, they must be worn on the job.

When in doubt, let proper judgment be your guide or check with your supervisor. Be aware that the following attire is prohibited:

- Garments that are prejudicial, racially discriminating, profane, or display nudity or sexually suggestive cartoons or drawings.
- Extremely baggy pants
- Underwear visible above the waistline of the garment
- Revealing attire including crop tops, high slit skirts, extremely short shorts, tank tops, and clothing made of see-through fabric.
- Frayed or torn clothing
- Baseball caps or visors (indoors)

Breaks

Students are required to take an unpaid break or lunch of at least one-half hour after working five consecutive hours. Even if students would like to work through lunch, they are not permitted to do so.

Pay & Compensation

The hourly wage is dependent upon the duties and qualifications of the position. Your salary amount is indicated in your employment letter. It is imperative that every student or temporary employee fills out a time sheet and signs it each week. HCS employees may pick up their paychecks each Friday between 11:00 AM and 4:00 PM at the front desk of Stouffer Commons. Alternative arrangements are made before Thanksgiving and Winter Break.

Taxes

International Students

1. Must always pay Philadelphia city and Pennsylvania state taxes
2. Are exempt from FICA and Medicare taxes if they have a J-1 or F-1 visa and have been in the U.S. for less than 6 years. Please visit the Office of International Programs to obtain these forms.
3. Cannot claim exempt from Federal taxes

Instructions on how to fill out the W-4 can be found on the first page of the International Student Employment Packet.

U.S. Citizens

1. Must always pay Philadelphia city and Pennsylvania state taxes
2. Must pay FICA and Medicare taxes during the summer if not attending classes. If attending classes, students must bring proof to the payroll administrative assistants, Wanda Potts or Rovena Pando.
3. Students must pay *Federal Withholding Tax* (FWT) but can claim exempt at any time on a W-4 Form.

Dissertation Students

1. Must pay Philadelphia city and Pennsylvania state taxes
2. Must pay FICA and Medicare taxes.
3. Can claim exempt from paying federal income taxes.
4. If you have any questions about your taxes, you can contact the Tax Office (328 Franklin Building, Phone 215.898.7278).

University policy does not provide benefits or paid time off for student/temporary workers.

Respectful Workplace

HCS employees are expected to conduct themselves in a manner that is respectful of others including all levels of supervisors and co-workers. Appropriate and responsible behavior is expected at all times. Keep in mind that not everyone shares the same opinion of what is “just a joke” and the language you use or the opinions you share may be received differently than you intended. Behavior in the workplace, whether it be in an office cubicle, at an Information Center, or in an elevator is expected to be professional.

HCS recognizes that disagreements sometimes arise between employees, co-workers, and supervisors. Most often, these situations can be resolved with an open, non-confrontational discussion. The following steps must be followed:

- An attempt should be made to resolve the disagreement between the employees or employee and supervisor.
- If the problem cannot be resolved, then the matter may be addressed with the supervisor's superior and/or department head.
- If the problem cannot be resolved with the supervisor, then the complaint should be submitted to the HCS human resources staff coordinator, Katrina Terrell at katrinat@pobox.upenn.edu.

University Policies

Harassment Policy

Housing and Conference Services supports and enforces the policies set forth by the University of Pennsylvania regarding racial and sexual harassment. Sexual and racial harassment are violations of University policy and thus may be the basis for disciplinary action.

"Racial harassment" is defined as any verbal or symbolic behavior that may be rationally perceived to intend to inflict direct injury and is directed at an identifiable person or persons, and insults or demeans the person or persons to whom the behavior is directed, or abuses a power relationship with that person, on the basis of his or her race, color, ethnicity, or national origin, such as (but not limited to) the use of slurs, epithets, hate words, demeaning jokes, or derogatory stereotypes.

"Sexual harassment" refers to any unwanted sexual attention that involves a stated or implicit threat to the victim's academic or employment status and has the purpose or effect of interfering with an individual's academic or work performance, and/or creates an intimidating or offensive academic, living, or work environment.

Non-Discrimination Policy

The University of Pennsylvania values diversity and seeks talented student/temporary, faculty, and staff from diverse backgrounds. The University does not discriminate on the basis of race, sex, sexual orientation, gender identity, religion, national or ethnic origin, age, disability, or status as a disabled Vietnam Era Veteran or disabled veteran in the administration of educational policies, programs or activities; admissions policies; scholarship and loan awards; athletic, or other University administered programs or employment. Questions or complaints regarding this policy should be directed to:

Office of Affirmative Action and Equal Opportunity Programs
Sansom Place East, Suite 228, 3600 Chestnut Street
Philadelphia, PA 19104-6106 or phone 215.898.6993.
To view the web site visit www.upenn.edu/affirm-action

Closing

Once again, thank you for all of your help and dedication. If you ever have any problems, questions, comments, or suggestions, please contact your supervisor. If you need further assistance you may contact the HCS Staff Coordinator at 215-898-3547.

For further information related to student employment policies at the University of Pennsylvania visit the Office of Student Employment, 140 Franklin Building, 3451 Walnut Street.

Policy Manual Disclaimer

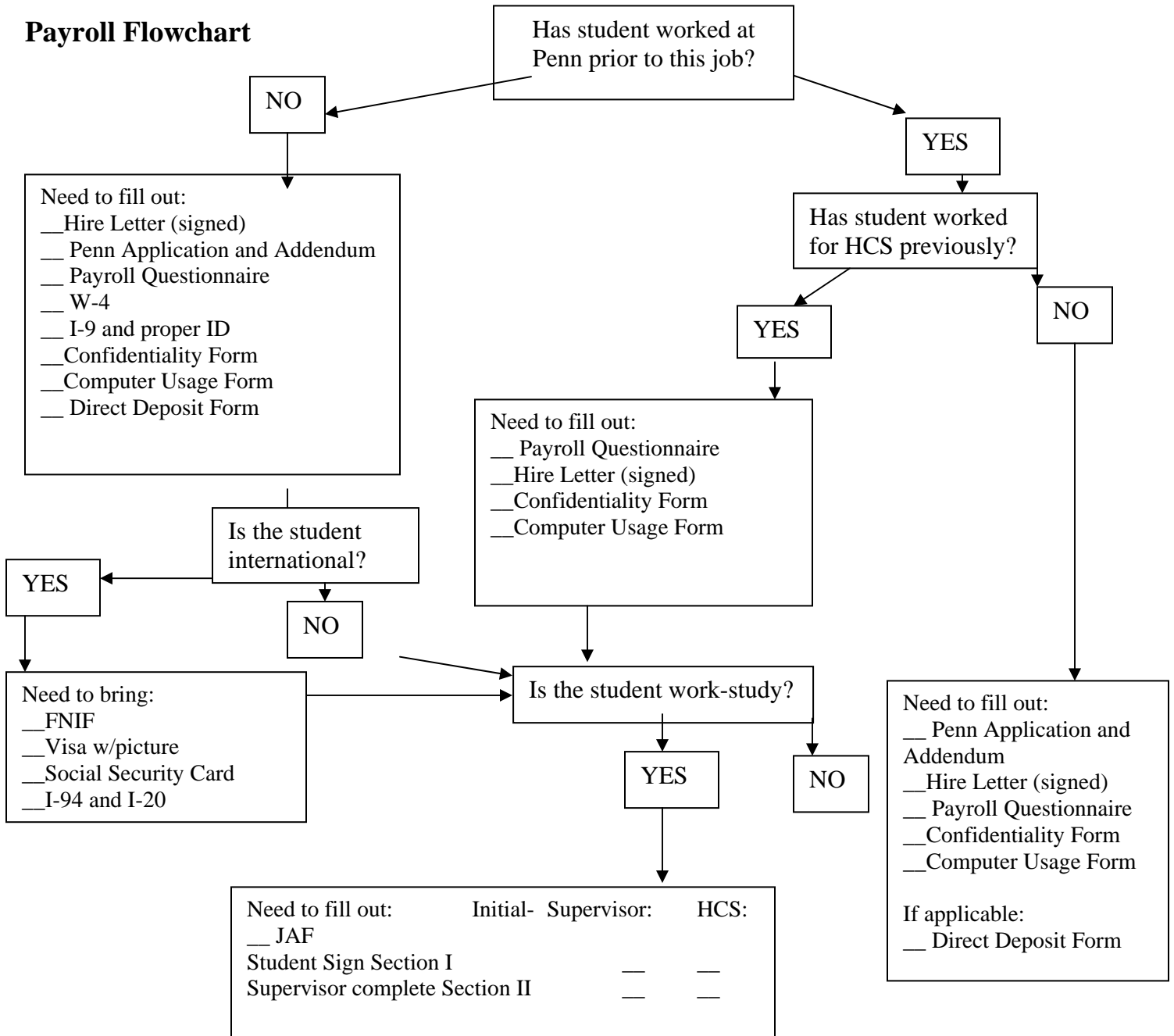
The policies included in this handbook are not legal documents. The department reserves the right to change or amend any of its policies at any time for any reason.

August 2007

Appendix A: Hiring Flowchart and Documentation

The document below describes what hiring documentation is needed in order to put you in the payroll system.

Payroll Flowchart



Please note: All employees other than Penn students are required to complete a Background Authorization Form

Appendix B: Customer Service Guidelines

Interaction with Customers

- Present a positive attitude that is demonstrated by a smile, eye contact, calm, and friendly tone, attentive body language.
- Introduce yourself to the customer and use his/her name in the interaction.
- Listen attentively and clarify. Understand the problem before responding.
- “Own” the problem and avoid passing the customer from person to person. This can mean handling the problem, ensuring the customer is in contact with the right person, inviting the customer to contact you again if there are further concerns.
- Provide a timely response, even if the response is that you don’t have an answer yet.
- Let the person know when s/he can expect to hear back from you.
- Do not criticize other staff to our customers.

Greeting Customers

Telephone

- Answer department lines with the greeting, Housing and Conference Services. *This is X. May I help you?* At the Information Centers, the phone should be answered, College House Information Center. *This is X. May I help you?*
- Answer phones within three rings.
- Ask first before placing a caller on hold. Let the caller know if it will be several minutes. Check back after placing the caller on hold for one to two minutes. Offer to take a message or ask if the caller would like to continue waiting.
- Take complete, informational, readable messages. Be sure the caller’s name is spelled correctly, the date/time is noted, a return number is supplied if a call back is expected, and that a brief description of what the caller needs is included on the message.

Walk-in

- Greet customers by asking *May I help you?* If you are busy on a call or with someone else, acknowledge their presence and let them know you will be right with them.
- Stop and assist visitors who don’t seem to know where they are going.

Dealing with Angry Customers

- Allow the customer to fully express his/her concern while listening attentively. Listen for facts and feelings. Try to remain open and non-defensive.
- Clarify your understanding of the issues. Acknowledge the person’s feelings. What is the customer asking for?
- Identify possible options. If possible, involve the customer in deciding on best alternative.
- Confirm the agreed upon solution and clarify time line for what the customer can expect to happen.
- Thank the customer for bringing this concern to your attention.

- Be sure to follow up if required.
- Seek the assistance from your supervisor if you cannot reach an agreement with the customer.

Work Environment

- Keep office areas, particularly those visible to customers neat, clean, and orderly.
- Do not consume meals in reception locations.
- Scrutinize posters, quotes, or pictures for potential offensiveness. Keep in mind jokes, cartoons, greeting card messages that seem innocent to one, are hurtful to another.
- Cease personal conversations once a customer is present.
- Dress professionally and wear the attire provided if the position instructs you to do so.
- Direct angry or upset customers to private areas whenever possible to continue conversation. If this is not possible, (ex. at the Information Center) see if it is possible to seek assistance from another staff person to help the customer or to relieve the Information Center Specialist from the desk.
- Keep private information such as social security numbers, disciplinary records, medical information, etc. out of public view. Keep files secured. Shred papers containing sensitive information.

Communications

(Including written, electronic documents, flyers, web)

- Check grammar, spelling, and punctuation.
- Make sure tone is professional.
- Include your name, title if appropriate, department name, and contact phone number on communications you send.
- Clear listserv announcements to students with the Communications Coordinator or designee prior to sending.
- Review information on websites regularly for accuracy.
- Consider the appropriate method for communication to reach desired results. For example, back and forth conversations on email to resolve a complaint might be better handled through a phone call.

Appendix C: Computer Use Policy

This document contains important policy information regarding the proper use of computer equipment in Housing and Conference Services (HCS). In general all HCS staff members must abide by all University of Pennsylvania (University) Copyright, Security, privacy, network, and Acceptable Use policies. These policies may be found at: <http://www.upenn.edu/computing/policy/>.

The following document includes highlights from the overall University policy and emphasizes guidelines that are particularly applicable for using PC within the HCS environment. All HCS staff with supervisory responsibility is responsible for ensuring compliance with applicable policies.

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- Respect for the principles of open expression;
- Compliance with all applicable laws, regulations, and University policies;
- Truthfulness and honesty in personal and computer identification;
- Respect for the rights and property of others, including intellectual property rights;
- Behavior consistent with the privacy and integrity of electronic networks, electronic data and information, and electronic infrastructure and systems; and
- Respect for the value and intended use of human and electronic resources

Important Note: *Users of electronic information systems are urged in their own interest to review and understand the contents of this policy. Failure to comply with the University's Standards for the Acceptable Use of Computer Resources constitutes a violation of this policy and may be subject to disciplinary action.*

Guidelines Regarding use of Passwords, Login, System Settings and Security

Users may not allow any other person to logon using his/her user account nor may they share or disclose their passwords.

Users shall logoff from network when system is not in use or when leaving the work area

No PC user should attempt to bypass, disable or remove any operating system settings, especially those related to security, anti-virus program, firewall program, software fix/patch or any utility or hardware device intended to protect the PC from intrusion, virus/worm infection or theft

Guidelines Regarding Installed Equipment and Network Devices

Only HCS employees are authorized to use PCs or peripherals owned by HCS

Unless authorized by HCS IT Management, Only PCs owned by HCS may be connected to the University network through network ports assigned to HCS.

HCS PCs, or network-attached devices, may not be disconnected from the network or power outlets.

PC peripherals and/or input devices such as: keyboard, mouse, monitor, printer, etc., may not be detached

from the PC

Only BSD-IT or HCS authorized network devices such as switches, routers, wireless devices etc. may be connected to the University network through network ports assigned to HCS; these devices must comply with all applicable University policies.

Guidelines for Computer Software

PC users should not attempt to modify operating systems setting

Only application programs, utilities, add-ons or snap-ins, properly licensed to the University of Pennsylvania, BSD or HCS may be installed in PCs owned by HCS.

Personally owned software may not be installed on University owned systems.

Requests for installation of software other than those authorized by HCS should be directed to the HCS IT Manager.

Only BSD-IT or HCS-IT authorized personnel may install or remove application programs in HCS.

Unauthorized software that is found on the computer is subject to be removed and/or permanently erased.

Downloading and sharing of files (e.g. music files, shareware/freeware applications, etc.) is not allowed and in some instances may constitute a violation of the University's Acceptable Use Policy.

Resources for Support and Assistance

Requests for accommodating needs that may fall outside the boundaries of these policies and guidelines should be directed to one of the following:

Manuel F. Pena IT Manager, Housing and Conference Services 215-573-2850 or
mfpena@pobox.upenn.edu

Michael Nguyen, Manager of Desktop Support Services, Division of Business Services 215-898-1711 or
michaeln@pobox.upenn.edu

Request for IT support should be directed to BSD-IT through the Help Desk Web site at:
<http://www.business-services.upenn.edu/helpdesk/>