



Baylor University
HUMAN RESOURCES

Student Employee Responsibilities

Baylor University expects student employees to perform the responsibilities and meet the expectations set by the supervisor. The University expects students to adhere to these responsibilities, including complying with University policy, and federal and state regulations that govern student employment. As a representative of the University, student employees are expected to follow these responsibilities to ensure a productive and compliant working relationship.

Compliance

- Ensure as a student you fully understand [student employment compliance](#); including but not limited to:
 - **Work Eligibility:** A student may not begin work until Financial Aid reviews Work Study Eligibility.
 - **SAP:** Satisfactory Academic Progress – A student should be satisfactory status per Federal Regulations and University policy to be eligible for student employment.
 - **University Policy and Procedure:** Completion of new hire paper work such as Form I-9 (Sections I and II), per Federal Regulations and Form W-4. Understand how and where to report workplace concerns
 - **Recording and Submitting Timecard:** Student employees are required to submit their timecard via BearWeb to their supervisor no later than midnight on Monday following the end of the pay period. All hours worked are to be recorded.
 - **Class Schedule:** Students are NOT allow to work when class is scheduled
 - **Volunteering Hours:** Students may not volunteer to perform services similar to those for which they are routinely and regularly employed.

Confidentiality

- **Confidential Conversations:** Do not share any sensitive data or confidential information pertaining to the department, University, or any individual student
- **Policies and Regulations:** Review confidentiality procedures and University FERPA policy

Professionalism (STAR Performance)

- **Service:** Adjust to changes in workplace and open to receiving new ideas. Consider other perspectives.
- **Tact:** Use sensitivity in dealing with others or difficult situations while considering everyone else involved. Practice engaged listening.
- **Attitude:** Practice professionalism by maintaining composure, establishes positive relationships, meets service expectations of guest and follows designated dress code. Making informed decisions.
- **Respect:** Cooperates with individuals in authority, and others within the office. Foster positive interactions.
- When you need to separate or resign from your position, it is appropriate to provide two weeks notice to the department and your supervisor.

Attendance

- **Timesheet:** If you work, you must be paid and record your time accurately and update your timesheet daily and submit it by the deadline every two weeks
- **Schedule:** Arrive on time and end your time worked, according to your predetermined schedule
- **Notice:** If you are ill, provide as much **notice** as possible that you will be out
- **Modification:** If you need modifications to your schedule for any other reason besides an illness, you must receive preapproval from your supervisor in writing.
- **Reliable:** Remember you are a part of the team and your absence **is felt** when you are absent.

Communication

- Check in and out each day with your supervisor or designated person.
- Respectfully communicate challenges, personal needs, and feedback clearly and openly.
- Ask questions, if you do not know the answer, ask your supervisor or a designated person.
- If you have workplace concerns, you should always start with your supervisor first. If they are unable to address the concern, you may speak to the Office of Student Employment.
- Graciously receive feedback and provide open and honest feedback.

Time Management

- **Efficient Work:** Recognize that as an employee, you are a resource to the department; work as productively and efficiently as possible
- **Meet Deadlines:** Complete projects in a timely, and careful manner
- **Calendar Up to Date:** Ensure your Outlook calendar stays current and reflects departmental meetings and events you will participate in during your work hours
- **Request Assignments:** Request new tasks when you completed all projects/tasks assigned to you

Customer Service

- **Greet:** Treat each person as a guest. Possess a cheerful and helpful attitude with visitors and employees of the office. You represent the University when you interact with people that are in the department.
 - **People:** Greet every person who enters your department when you first see them.
 - **Energy:** Important to use energy and enthusiasm in your voice when you interact with people in the department, including visitors.
- **Relate:** Connect with people by building rapport with them. Service is about relationships and connecting with visitors and others in the department.
 - Use the people's first name if you know them.
 - Smile at them
 - Say something positive
- **Ask:** If you are unsure how to assist someone, ask another team member or someone designated by your supervisor. Avoid saying "I do not know", or "we do not do that."
 - Ask "Is there anything I can do for you?"
 - If you do not know say "I am unsure, let me find out for you."