This memorandum sets the general expectations for Name of Department.

**EXPECTATIONS:**

**Customer Service:** Student employees should greet each person as they walk in the door and help them find what they need either in our department or other departments on campus. Student employees should have a positive attitude when interacting with customers. Student employees should exhibit professional communication on work-related phone calls and all phone calls should be answered within three rings. Student employees should introduce themselves and the department when answering the phone. If the person on the phone needs to leave a message for another employee, the student employee should ask for the caller’s name, number, and a brief message about what the call is regarding. The student employee should communicate this information to the appropriate employee promptly.

**Teamwork:** Student employees should respect all staff members that they work with equally, even if that staff member is not their direct supervisor. Student employees should contribute to the success of all projects and events. All student employees should interact positively and in a collaborative manner. If the student employee’s direct supervisor is not available, the student employee should report to: **[Insert names here].**

**Job Expectations:** Student employees should strive to perform the duties assigned to them to the best of their ability. Student employees should not use company time to complete personal assignments. If all work-related assignments are completed, student employees should seek out further work-related assignments.

**Compliance Training:** Student employees are expected to complete their compliance (EEO, Title IX, Clery, and Ethics), FERPA, Safety Awareness, and Cybersecurity trainings within the first 30 days of employment.

**Communication:** Student employees should immediately bring their supervisor’s attention to any problems or concerns they may have about the job. Student employees should positively respond to constructive feedback. Student employees should be open and willing to learn new things in their position. Student employees should respond to all email correspondence in accordance with their department’s established guidelines.

**Job Responsibility:** Student employees should provide their supervisor with a two weeks notice if they are leaving their position. Although every effort will be made for training and improvement plans, student employees may receive coaching and corrective action up to and including termination if they do not meet the expectations of the position. Student employees are expected to uphold deadlines and organize their time wisely. If the student employee is struggling with time management or completing their tasks, they need to discuss this with their supervisor as soon as possible.

**Cell Phone and Computer Use:** Student employees should not be on their cell phones to call, text, check social media, or go on mobile apps during work hours. Student employees should keep computer use to what is pertinent to the job during work hours.

**Dress:** Student employees should dress according to the departmental dress code. **[Insert specific departmental dress code here].**

***Example:*** Student employees represent the department in which they work and the university as a whole; therefore, appropriate dress is a requirement of all student employment.

Student employees are expected to dress in accordance with the nature of the work that is to be accomplished in a professional and safe manner.

**OFFICE PROCEDURES:**

**Tardy/Absent:** Student employees should always report to work on time and let the supervisor know that they are reporting for work. Student employees should request permission to be absent from work per the department’s established guidelines. Student employees should always contact their supervisor immediately if it is impossible for them to show up for work or to report to work on time. If the student employee is sick for more than three days in a row, the student employee may be required to provide a doctor’s note to their supervisor.

**Confidentiality:** Student employees may have access to information which requires student employees to be discrete. Student employees should follow the guidelines outlined in both the TTUS Confidentiality Agreement and the TTU Student Records Confidentiality Agreement. Student employees should not share anything personal that is seen or heard with anyone outside of the office. Paperwork should not be left where it can be seen by others or take important paperwork should not be taken out of the office. Friends, study group members, classmates, etc. are never allowed to hang out with the student employee in their assigned workspace while they are working.

**Clocking In/Out Procedure:** Student employees are expected to follow timesheet procedures. **[Insert expectations for your department].**

**Office Supplies:** Office supplies should never be used by the student employee for personal use, which includes the office printer, copier, and fax machine. If needed, student employees should ask their supervisor for permission before use.

***By signing this document, you agree to follow and uphold the above expectations throughout your entire time of employment:***

Supervisor Employee
Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_