



OHIO

UNIVERSITY

Southern

Ironton | Proctorville

OHIO UNIVERSITY SOUTHERN
STUDENT EMPLOYEE HANDBOOK



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This handbook applies to all OUS departments and off-campus sites. It should be used for general guidelines. Please note this handbook is a dynamic document and, as such, subject to change. Departments may also enforce a more stringent policy or procedure based on the needs and demands of their area.

Office Decorum

Confidentiality

Each student employee will be required to sign a confidentiality agreement. Any breach of confidentiality will result in dismissal. Requirements can be summarized in three key points.

1. No information about any faculty, staff or students will be perused unless required as part of job performance. This includes addresses, home phone numbers, and grades.
2. Student employees will not discuss any faculty, staff, or student information unless required as part of job performance.
3. Student employees will not repeat any discussions heard in the office unless required as part of job performance.

Please be aware that FERPA laws are very clear on what information can and cannot be disseminated.

When in doubt – ASK your supervisor. There are legal liabilities for providing information to anyone other than the student. If you are unwilling to swear in a court of law that the person you are speaking to is the student in question, then do not provide any information.

Visitors

While it is important that student employees be friendly and approachable, it sometimes results in students wanting to visit. ***Please discourage this practice as work is not a place for socializing.*** Discouragement can be achieved by telling the visitor that you are busy with work and will have to talk later or by simply stating that ***visiting is not allowed during work hours.*** Contact your supervisor if there is a visitor situation that you do not know how to handle. This policy refers to children, spouses, and student employee co-workers.

*No pets unless they are service animals.

Food

Food and drinks are not permitted around computers or on desks. Keep drinks on the floor. **NO** cans of pop. Please discuss this with your immediate supervisor as some may prefer no drinks at all.

Telephone

University telephones are for business purposes only and are not alternatives to cell phones for students. If a student or staff member is sent to use your phone or if there is an emergency, then please log their call by obtaining their name, number called, and purpose of the call.

Cell Phones

While working, cell phones should be turned off or on silent. Only use cell phones for emergencies or on your breaks. Please tell people not to call you while you are working **or** to leave a message and you will return their call on break. This includes texting.

Personal Audio Players

Do not use while working. This includes MP3 players, iPods, Sony Walkmans, or any other type of device that plays digital audio files or has a radio tuner.

Addressing Staff and Faculty

When speaking about or to a staff or faculty member, please use first and last names or refer to the staff member as Ms., Mrs., Mr. or Dr. (i.e. Mrs. Smith, Dr. Jones, Jane Doe). This is professional courtesy. It is perfectly fine to address a staff or faculty member by their first name if they request that you do so.

Use of Time

Personal Calls – Personal calls are discouraged. If necessary, please limit to 3–5 minutes.

Use of computers – Computers are to be used for university purposes only. Please note that all work is logged by computer services and available for audit by campus administration.

Homework – Please bring class material with you to work. Student employees are expected to study if work assignments have been completed; however, please check with your supervisor to see if any other work needs to be addressed before you study. Remember, it is still your responsibility to greet and assist customers or visitors when you are studying.

Behavior – Please make sure that you conduct yourself in a business manner when working. Do not raise your voice to anyone (i.e. students, coworkers, supervisors, and faculty). There will be no confrontations or arguments while working. Inappropriate behavior will not be condoned. Please notify or discuss any disagreements or issues with your supervisor.

Parking - Please observe campus parking policies. Do not park in handicap, visitor, and 15 minute parking areas. Illegally parking in handicap spots will not be tolerated. You will be fined.

Reporting Off – Please discuss this with your supervisor. Each department handles reporting time off in a different manner. Remember this is a real job and your supervisor depends on you.

Breaks – It is university policy that all employees working over four hours take a 15-minute (paid) break. Employees working over five hours should take a 30-minute (unpaid) lunch break; however, this does not mean that employees may not take a break and leave early. Employees need to work their scheduled hours including breaks. Please discuss any exceptions with your supervisor.

ID Badges

All student employees will be required to wear identification badges. Please take your signed authorization slip to the IT/TASC Lab in Academic 210 to have your badge made. After your badge is made, you will be given a lanyard so it can be worn around your neck.

Dress Code

Appropriate dress for student employees may be business casual. This includes dresses, skirts, pant sets, slacks (i.e. khakis), jeans, dress shorts, polo shirts, or sport shirts. Pants must be belted at the waist or closely below. Clothing with any logo other than OHIO University is not to be worn during work hours. Short shorts, cutoff shorts, cutoff shirts, tank tops, midriff tops, or muscle shirts are not permitted. Sandals and athletic shoes are acceptable, but must be clean. Do not wear ball caps unless the OHIO University logo is on them. Hair must be clean and neatly groomed.

Telephone Etiquette

When answering the phone, be friendly, polite, and speak slowly and clearly. The preferred telephone greeting is “Good morning (or afternoon or evening)! Thank you for calling OHIO University Southern. This is _____ (Your name) speaking. How may I help you?” Smile when you answer the phone: it becomes apparent through your voice.

Greeting Visitors

Please keep your area clean and professional. Always be polite and welcoming when greeting visitors. Bring homework with you. It is better to be seen working on homework than doing nothing. When giving directions to visitors, be as detailed as possible. If another student employee in your area, then one of you should take the individual to their desired location.

Code of Conduct

As a student employee, always act professionally and be a good steward of the university’s name. Inappropriate conduct or comments may lead to immediate dismissal. This includes posts on Facebook, Instagram, Twitter or any other social media outlet. Please see Ohio University’s [Student Code of Conduct](#) for explanations concerning inappropriate behavior, misconduct, harassment and discrimination. Contact the [Office of Equity and Civils Rights Compliance](#) for questions, concerns, or to report a Title IX issue.

Discipline

Student employees are considered hired at will. The supervisor handles all disciplinary actions. If a supervisor is having issues, then he or she should sit down, discuss the issues with the student employee, and put a copy of this in the student’s employment file. The student can be terminated if the issues continue.

Evaluations

Student employees will be evaluated yearly by their department. Some supervisors may opt to evaluate their student employees quarterly.

Security

Do not give out personal information about any student or staff member, including home address, phone number, or work schedule to anyone. NO EXCEPTIONS!!!

Purses should be secured in your area. Check with your supervisor.

If you ever feel uncomfortable with a visitor, trust your instincts and ask another employee or your supervisor for assistance.

Emergency Response

The following guidelines are provided in order to respond appropriately during an emergency situation. Emergency telephone numbers listed below should be utilized accordingly given the nature of the ensuing incident:

EMERGENCY TELEPHONE NUMBERS:

Emergency Calls:

- ❖ 911 – From a Campus phone (land line)
- ❖ 911 – From a personal Cell phone

Local Law Enforcement/Campus Security:

- ❖ City of Ironton Police Department: (740) 532-3833
- ❖ Ohio Highway State Patrol: (740) 377-4311

Facilities Management:

- ❖ Director – 34618 from campus phone, otherwise (740) 533-4618, or cell (740) 646-3487
- ❖ Maintenance Supervisor – 34572 from campus phone, otherwise (740) 533-4572, or cell (740) 525-2042
- ❖ Maintenance Staff –73790 from campus phone, otherwise (740) 547-3790, or cell (740) 547-4166

EMERGENCY RESPONSE SITUATIONS

Accident/Injury:

- ❖ Call 911; relay exact location and type of emergency.
- ❖ Contact Facilities Management. Facilities will dispatch personnel to assist.
- ❖ Stay with and comfort any person needing medical assistance and be available for recording of information for accident report. Facilities Management personnel will be responsible for the completion of the appropriate accident report.
- ❖ If work related injury, then the employee must contact Ohio University Human Resources or OUS Dean's Office within 24 hours and complete an accident report form.

Bomb Threat:

- ❖ **Do not use cell phones or two-way radios due to potential of triggering device and inform others not to use same.**
- ❖ Write down what the caller says and any notes about background noise or clues to caller's location.
- ❖ Keep the caller on the phone as long as possible and have someone else call 911 from a campus phone giving the phone number of the caller. Then, contact Facilities Management.
- ❖ Evacuation procedures will be determined by emergency personnel.

Explosive Devise:

- **Do not use cell phones or two-way radios due to potential of triggering device and inform others not to use same.**
- ❖ Report suspicious package to Facilities Management personnel. Facilities Management personnel will contact the appropriate Emergency Response agency.
- ❖ Evacuation procedures will be determined by emergency personnel, local law enforcement and Facilities Management.

Chemical/Toxic Threat:

- ❖ Assess general threat and/or condition of victim, then call 911 and Facilities Management.
- ❖ Local law enforcement will assess evacuating building; Facilities will check restrooms, study areas, and **assist physically disabled persons.**
- ❖ Meet emergency personnel and relay pertinent information about the incident.

Fire:

- ❖ Activate fire alarm and evacuate building.
- ❖ **Ensure that any physically disabled person is given assistance in evacuating building.**
- ❖ If you hear the alarm while in a room, feel the door before you open it. **If hot, leave it closed.** Break a window with a desk or chair and await help.
- ❖ On the second or third floor of any building, evacuate through the stairwell. **Do not use the elevator and discourage others from using the elevator. Assist any physically disabled people to the stairwell behind the fire door, inform emergency personnel of any people in the stairwell.**

Intruder with Weapon or Showing Harmful Intent:

- ❖ Call 911 giving exact location and description of intruder.
- ❖ Call local law enforcement to ensure they received first call. Then, call Facilities Management.
- ❖ Upon receiving warning of an intruder, lockdown procedures should be initiated in every office and/or classroom.
 - **Offices:** Lock door, turn off lights, and locate yourself, and others, on floor away from door.
 - **Classrooms:** Lock door if inside lock exists. If not, block door by desks, chairs, etc; locate everyone on floor away from entry door and turn off lights.
- ❖ Do not engage the intruder either physically or verbally. Direct everyone away from the area. If shooting occurs, take cover and encourage others to do so.
- ❖ No one should leave locked office or classroom until visible Police, Security, or Facilities Personnel give an all clear indication.

Power Outage:

- ❖ Contact Facilities Management. Facilities will contact provider and assess situation and duration.
- ❖ **Keep students in classroom and buildings until situation is assessed.** Emergency lights in halls and stairwells will come on.

Tornadoes:

- ❖ The county wide tornado warning siren will sound. Direct students and staff into hallways and away from glass.
- ❖ Do not attempt to evacuate building and discourage others from doing so.

Media Relations:

The Dean of OUS will serve as the only spokesperson.

Special Notes:

- ❖ **When in doubt contact 911.**
- ❖ **Once emergency personnel arrive, they are in charge! Be available to give pertinent information.**

For additional information regarding Ohio University safety, security and emergency management procedures, please visit <http://www.ohio.edu/alert/>.

