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. Confidentiality 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 given out. Please refer to the FERPA chart in your manual. **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 don’t provide any information.

Visitors

While it is important that student employees be friendly and approachable, it sometimes results in students wanting to “visit”. While we don’t wish you to be rude, we do expect you to discourage this practice. Often, this is as simple as letting them know you are very busy with work right now and will have to talk with them later. You may also tell them that “visiting” is not allowed during work hours. If there is a “visitor situation” that you don’t know how to handle, contact your supervisor. This also goes for your children, spouse, and student employee co-workers. You are there to work and not socialize.

*No pets unless they are service animals.

Food

No food or drink is permitted around computers or sitting on desks. Keep any drinks on the floor. **NO cans of pop.** Please discuss this with your immediate supervisors. Some departments may prefer no drinks at all.

Telephone

University telephones are for business purposes only. It is not the alternative to a pay phone for students. Please discourage this practice – politely inform them where the pay phone is located. If a student or staff member is sent to use your phone, or in an emergency situation, they should log their call including their name, number called and purpose of 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.

MP3 Players

Do not use while working. This includes IPods, IPhones or any other type of audio device.

Addressing Staff and Faculty

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

Use of Time

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

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

Homework – Please bring school work with you to work. Should there be no work assignments at a particular time, you are expected to study, please check with your area supervisor to see if there is anything extra that needs to be done that day. Remember that you are working and when visitors come in it is your responsibility to assist them.

Behavior – When working, please make sure that you conduct yourself in a business manner. You should not raise your voice to anyone; this means students, fellow workers, your supervisors, faculty, etc. There will be no confrontations, arguments or disagreements while working. Inappropriate business behavior will not be tolerated.

Parking – Please observe campus parking policies by not parking in visitor spots, 15 minute parking area, or areas not designated for parking. Illegally parking in handicapped spots will not be tolerated. You will be fined.

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

Breaks – It is the policy of the university that employees working over four hours take a 15-minute (paid) break. Employees working over five hours should take a 30- minute lunch break. The lunch break is not a paid break. This does not mean they may not take a break and leave early. They need to work their scheduled hours including breaks. Please discuss any exceptions with your supervisor.
Badges

All student employees will be required to wear name badges. You will be given an ID holder to wear around your neck or fasten to your shirt.

Dress Code

Appropriate dress for student employees may be business dress or office casual. For student employees, business dress would be dresses, skirts or slacks sets for females, and dress or casual slacks with a polo or sports shirt for men.

Office casual consists of casual slacks (i.e. khakis), jeans, or dress shorts (no short shorts or cutoffs) and a polo, or sport shirt. No clothing with any logo other than an OHIO University logo is to be worn during work hours. (No shirts with cut off {or out} sleeves or muscle shirts are to be worn. Sandals may be worn. Athletic shoes are acceptable but must be clean. Pants must be belted at the waist or closely below.

Ball caps are not to be worn unless they say OHIO University or have an OHIO University logo on them.

No tank tops, short shorts, or midriff tops are to be worn while working. 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)! OHIO University Southern ________, (Your name) speaking.” It helps to smile when you answer the phone – believe me it helps they can hear the smile in your voice.

Greeting Visitors

When greeting visitors always be polite and welcoming. Please keep your area clean and professional. Always bring homework with you. We don’t want students just sitting with nothing to do. It is better to be seen working on homework than doing nothing. When giving directions to visitors, be as detailed as possible. If there is another student employee in your area, then you or the other student should actually take the person to their desired location.

Code of Conduct

Student employees are expected to always act professional and be a good steward of the Universities name. Inappropriate conduct or comments may lead to immediate dismissal. This includes posts on Facebook.

Discipline

Student employees are considered hired at will. If a supervisor is having issues with a student employee, they should sit down and discuss the issues. A copy of this should be placed in the student’s employment files. If the issues continue, then the student can be terminated.

Disciplinary actions are handled by the department’s supervisor.
Evaluations

Students employees will be evaluated yearly by their department, some departments 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 the area. Check with your area 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:**
- 9-911 – From a Campus phone (land line)
- 911 – From a personal Cell phone

**Local Law Enforcement/Campus Security:**
- City of Ironton Police Department: (740) 532-2345
- Ohio Highway State Patrol: (740) 377-4311

**Facilities Management:**
- Director – 4618 from campus phone, otherwise (740) 533-4618, or cell (740) 646-3487
- Maint. Supervisor – 4572 from campus phone, otherwise (740) 533-4572, or cell (740) 525-2042
- Maintenance Staff – Cell (740) 237-6116

**EMERGENCY RESPONSE SITUATIONS**

**Accident/Injury:**
- Call 911 (or 9-911); 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, the employee must contact Ohio University Human Resources or OUS Deans Office, within 24 hours, and complete 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, giving phone number of the first phone, then 911 (9-911). Then contact Facilities Management.

Evacuation procedures will be determined by Emergency Personnel.

Explosive Device:
- **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 Mgt.

Chemical/Toxic Threat:
- Assess general threat and/or condition of victim, then call 911 (9-911) and Facilities Mgt.
- 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.
- **Insure 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 (9-911), giving exact location and description of intruder.
- Call Local Law Enforcement to insure 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 (9-911)
- 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/emergency/.