



Student Worker Orientation



Presented by the Cooperative Education and Financial Aid Departments

Orientation Agenda

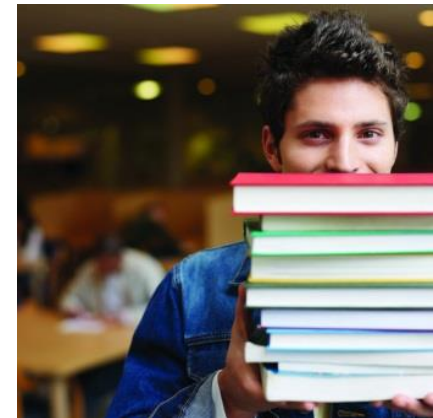
- benefits of being a student worker
- timesheets and getting paid
- expectations of a student worker
 - work attire
 - storing personal belongings
 - answering a department's phone
 - handling questions or issues
 - what to do or say
 - how to get help
 - privacy and confidentiality



Why be a student worker?

- work on campus, save gas
- flexible work schedules around classes
- make money and gain work experience to put on your resume

Your work study income will not affect your FAFSA eligibility next year!



What's the difference?

Work Study

- federally funded
- **need based determined by the FASFA**
- student must be enrolled at least 6 credit hours

Student Assistant

- funded by college
- **not need based**
- student must be enrolled at least 6 credit hours



Process

- FASFA
- Application
- Interview
- Acceptance Letter
- Human Resources
- Start Working



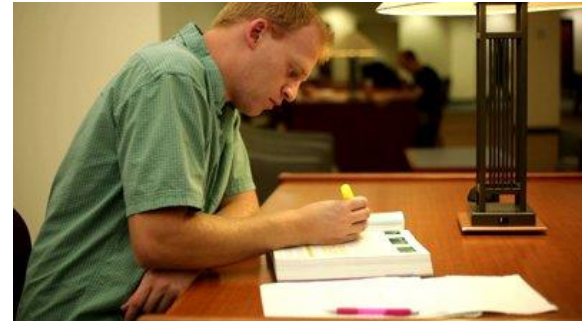
Process:

- Application
- Interview
- Acceptance Letter
- Human Resources
- Start Working



Studying during scheduled work hours

- Depending on your assigned work duties, there may be no time available to study when you report to work.
- Some days may not be very busy, so with your supervisor's permission you may study and do homework during your work schedule.



Getting Paid

- Student workers are paid once a month at the end of each month.
- Timesheets are completed via web entry in Lighthouse and are due on the 21st (some exceptions if due date falls on a holiday).
- Your supervisor will let you know when they need your timesheet and the dates to include on it.
- Payroll direct deposit is a mandatory requirement for **student assistants** and optional for **work study**.
- Students cannot work during their scheduled class times.



TIP:

Keep track of your work hours daily because you will not remember what you worked each day at the end of each month!



Timesheet via Lighthouse

Enter time at intervals of 15 minutes in the 99:99 format. For example, 10:00, 10:15, 10:30, 10:45. Select Save to display Total Hours.

Date: Friday, Jun 03, 2016
Earnings Code: Part Time Base Earnings

Shift	Time In	Time Out	Total Hours
1	08:00 AM	11:00 AM	3
1	3:00 PM	4:15 PM	1
1	AM	AM	0
1	AM	AM	0
1	AM	AM	0

Time Sheet Next Day
Add New Line Save Copy Delete

Account Distribution

Earnings Code	Shift	Hours
Part Time Base Earnings	1	3

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Be sure to note your Time In and Time Out hours as AM or PM

If you work more than 5 hours on any day you must record your Time In and Out for a lunch break

- Sign in to **LIGHTHOUSE**
- Go to **EMPLOYEE** tab
- Select **TIMESHEET**
- Click on **Enter Hours** under the appropriate Date
- Enter the hours that you've worked

In the example on this page: You worked on Friday, June 3 starting at 8:00AM until 11:00AM and on the 2nd line it shows you worked additional hours that same day from 3:00PM until 4:15PM.

When you've entered all hours worked for that day, click **SAVE**

Timesheet Tips

- Hours can only be entered in 15 minute intervals.
 - For example:
If you start work at 8:10 you should enter 8:15 on your time sheet.
If you start work at 8:05 you should enter 8:00
- If you worked the same hours every day, click **COPY**
 - It will bring up the days in the pay period
 - Click on any days that are the same
 - Then click **COPY**
- You'll see this message at the top of the screen: ***Your hours have been copied successfully***
- Click **TIMESHEET** to take you back to enter any other hours
- Do not click **SUBMIT** until you have completed the whole timesheet
- Once all work hours are entered and your timesheet is complete, click **SUBMIT** for approval



Timesheet Tips

NOTE: Once you have submitted your timesheet for approval, you cannot access it again.

Only your supervisor can make timesheet changes or he/she can return it to you to make any corrections.



Leaving an Impression

People judge us on our appearance.

- examples of inappropriate attire for working on campus



Appropriate Attire

A clean, neat appearance is important - after all, you are representing Gulf Coast State College.

- examples of acceptable work attire when working on campus



Personal Belongings

- Turn your cell phone and electronic devices off when you report to work.
- You should ask your supervisor:
 - if it's ok to have your cell phone on while working
 - if it's ok to listen to your music while working
 - where to store your personal belongings



Answering the Phone

- You may be expected to answer a department phone
- Your supervisor will instruct you on how they want callers greeted
 - for example, *“Good morning, Student Affairs – this is Robin, how may I help you?”*
- You should also be shown how to perform general phone tasks such as:
 - placing a caller on hold
 - transferring a call to another extension
 - taking a message
 - forwarding the phone when you are gone



If you are not sure how to handle a call, just ask someone in your department. They are happy to help!



Don't Just Hang Up!

We are in the business of providing information and we should be able to assist all callers who have business with our college.

- If someone calls your department by mistake and they don't have the correct number, see if you can help by looking up the correct number in the campus directory or ask someone near you.



Organization

- Keep your work area neat and organized.
- If you needed help, whose desk would you feel more comfortable going to?



Public Perception

- People form opinions about other people very quickly.
- To make a good impression on people you meet and work with on campus, do your best to be:
 - responsive
 - knowledgeable
 - well-groomed
 - courteous
 - helpful
 - friendly



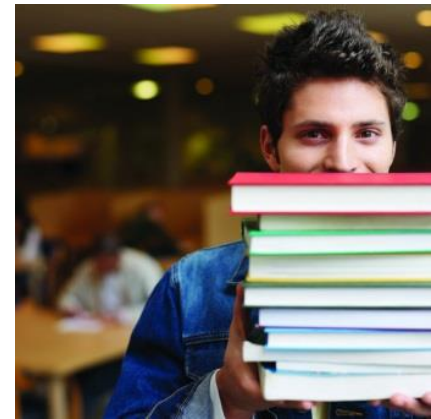
**Who would you
feel comfortable
approaching to
ask for help?**



What you should do and say

What you do and say makes a big difference

- Offer a friendly greeting such as *“Hi, what can I do for you?”* or *“Need some help?”*
- Sometimes a student needs a few seconds to figure out how to phrase her/his question.
- Give them a moment to form their question.



Listening

- Take the time to actively listen to what the person is saying or asking.
- Don't cut the person off in the middle and assume that you know what they want even if five people have just asked you the same thing.
- Listening to them lets them know you are trying to be of assistance.



Offering Assistance

- Explain what you are going to do to try and help them.
- If someone asks you where to find something - take them to an item, don't just point and say "it's over there"
- If they ask you how to get to another department on campus, take the time to give them accurate directions.
- If you are asked about a complicated issue, ask your supervisor to help them.



Judging & Assuming

Judging people by their age, ethnic origin or sex could lead you into embarrassing situations.

- Don't assume that the young woman in front of you is a student; she may be a new professor.
- Don't assume that the elderly man approaching the desk knows the difference between the reference desk and the help desk; he could be a new freshman student.



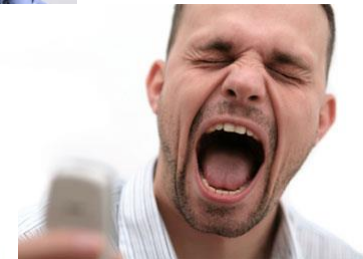
If you don't know the answer, don't pretend you do

- You could say something like:
 - *“I don't know the answer, but let me get you to someone who can help you.”*
- You can refer them to someone who does know the answer or has the authority to make a decision.
- If you can't reach the person you are referring them to, take a detailed message and forward to that person.



Dealing with frustrated people

Most difficult situations are caused by people (students, staff, faculty, the public) who are frustrated with the system, not with you.



- don't take a person's anger personally
- try to help them within acceptable limits
- be positive and don't let your body language be confrontational



Listening Strategy

Your best strategy is to be calm, in control, and to listen carefully to what the person is saying.

- let them say everything they need to say without interruptions
- focus on what they are saying and don't jump to conclusions
- ask questions if you need to clarify the issue so you know what the problem is



What you can do!

Try to help by telling the person what you can do for them.

- Make calls to other departments who might be able to help.
- Make a positive effort to help and the student or customer will appreciate your assistance, even if it isn't totally successful.



Explanations

- If the frustration is caused by your department's rules, explain the rule if you can.
- Explain the limits of your authority, and if necessary, refer them to someone in a supervisory position.
- Provide a name and phone number if the supervisor is not immediately available.



Rules

- You are not expected to break any rules in order to please an angry customer or student.
- You are not expected to submit to verbal abuse from anyone.
- If you feel a situation is dangerous, or you feel threatened in any way, then leave and get a supervisor or call the campus police emergency number.



Privacy and Confidentiality

- All student records and files which you may view at work are confidential by law and must not be discussed outside of the office.
- Do not leave student information on the computer screen longer than necessary.
- Do not reveal the personal identity of one student to another, even a faculty member.
- If a person of authority asks for information, direct them to your supervisor.



Family Educational Rights and Privacy Act (FERPA) is a Federal law that protects the privacy of student education records



Questions?

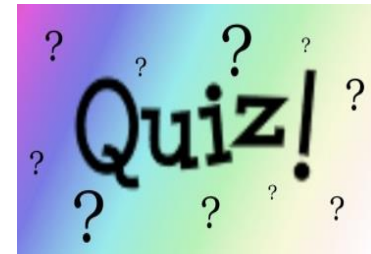


Your supervisor wants you to be successful, so do not hesitate to ask them questions about your specific duties, work hours, and who to contact if you cannot make it to work during your scheduled time.

For questions about student assistant and work study, call the GCSC main number: (850)769-1551.

Kim Hoyt (Student Assistant) ext. 3874
Office: Cooperative Education Department
Advanced Technology Center Room 150-A

Financial Aid Department: FA@GulfCoast.edu



You are almost done!

Your supervisor will give you a very brief set of review questions to complete.

