Student Services Consistency Issues
Updated at July 10, 2009 Director’s Retreat

- **Phones & Office Hours**
  Posted office hours need to coincide with the answering of phones. If your office posts that you are open at 7:30am, phones need to be off voicemail.

  And, the standard format for answering a phone should be:

  “Financial Aid, this is Eric. How can I help you?”

  Please make sure that each caller knows your name.

  If your office is closed for a day, or you personally are out for more than 24 hours, please change your voice mail accordingly.

- **Office Closures**
  Closures should be posted 72 hours in advance and voicemail should reflect the closure. If your office closes for a weekly morning staff meeting it is preferable that you close 7:30am - 8:30am and post the late opening in your regular weekly hours.

- **Dress Code**
  There is no official dress code other than “presentable”. Different occasions call for different wardrobe. We tend to have a casual style, and managers can use their discretion for setting a standard. Office attire should be appropriate to the environment, clean, and in good repair. On occasions when staff are representing the college at an organized event such as OARS college apparel is appropriate, and when representing the college in more formal settings business attire is appropriate.

- **Lunches, Hours per Week, Time Off**
  For classified and contract folks, we are expected to give the college 37.5 hours of work per week. 2.5 hours are considered “breaks” and can be taken in 15-minute official increments, or spaced throughout the day in small increments for that occasional phone call, or web search.

  Lunches are in addition to this time.

  Academic office hours are M-Th, 7:30-5:00 (typically with a one hour lunch) & F, 7:30-2:30. Summer office hours are M-Th, 7:30-4:30 (typically with a half hour lunch) & F, 7:30-2:30 (with a one hour lunch).

  Hourly employees MUST take an unpaid 30 minute lunch if they work over 5 hours in a day.
Supervisors should allow for some flexibility with staff scheduling under two conditions: (a) it does not affect departmental operations and (2) the employee meets their 40 hour per week obligation.

Hourly (time sheet) employees who work over 40 hours per week are entitled to 1.5 overtime pay. Classified staff who work over 40 hours per week are entitled to 1.5 overtime pay or 1.5 comp. time. Comp time should be used in the same pay period (month) it is earned and should not be "stock-piled". Staff members do not get to decide if they would prefer OT or CT. This is a manager’s choice. Manager’s must have OT approved by Eric, and CT must be reported to Lynn.

Director’s must report their sick, vacation, and flex time to Eric or Lynn through use of the common calendar when these times off account for more than 4 hours in a day. Staff should be informed of a Director’s time away from the office prior to such time being taken.

- **Attitude towards Professional Development**
  We support PD. PD must be approved by a department’s manager. It is understood that it is not feasible in all departments to allow staff to take a class during departmental hours, however when possible staff should be allowed up to a maximum of 3 hours of class time per week which then can be made up by working late, coming in early, or in exchange for the lunch hour.

  Staff should be encouraged to utilize PIP funds. If the manager is requiring a class for the job, then the budget can cover the class cost.

- **Identification Requirements**
  For in-person assistance regarding a student’s account, the student should provide a photo ID. If they have no photo ID, then Tami will circulate a protocol for asking a series of questions that help certify a person’s identity. Once distributed, all office should use this protocol when appropriate.

- **Responding to Others**
  The Directors, and likewise staff, accept that it is important to respond to a voice mail or email within 48 hours of its receipt. While answers may not be ready in that time period, a simple acknowledgment that the message was received is important.

- **Thoughts on Cell Phones**