

CTS

Computing & Technology Services



Student Employee Handbook

2008-09

*Prepared by CTS Operations
Revised August 2008*

Congratulations on your employment with the Computing & Technology Services Department. This handbook is designed to provide you with valuable information regarding your employment with CTS and introduce you to our department. For additional information regarding CTS, visit our website at <http://www.potsdam.edu/cts>. We look forward to having you on our team!

ABOUT CTS

Our mission is to provide the best information technology support and leadership possible to the college. We provide service to faculty, staff and students. As a student employee, you will not only represent CTS but may often be the first person a customer encounters. Maintaining a pleasant and helpful attitude will greatly support our efforts to offer reliable support and excellent customer service to the campus community.

CTS is under the leadership of Andy Harradine, Vice President for Information Technology, and the department is composed of several “specialized” service units.

ADMINISTRATION & OPERATIONS

2089	[Fax 267-3169]	Stillman Hall 209
Harradine, Andy		andy
DiTullio, Jan		janellen
Haverstock, Irene		havsim
Keller, Matt		kellermg
Shahidi, Ali		shahidae

ADMINISTRATIVE INFORMATION SYSTEM (AIS)

2089	[Fax 267-3169]	Stillman Hall 209
Blaha, Lori		lori
Blake, Darrin		blakedk
Collins, Karen		collinkj
Elliott, Kevin		ellioktd
Flack, John		john
Geddes, Junko		junko
Hasse, Celena		haasecr
van Weringh, Janet		vanwerj

HOST & NETWORK SERVICES (HNS)

2083	[Fax 267-2868]	Kellas Hall 100A
Hardy, Jeff		hardyjm
Kuchyt, Greg		kuchytgj
Yacketta, Ron		yacketrj

NETWORK INFRASTRUCTURE & MEDIA (NIM)

2083	[Fax 267-2868]	Kellas Hall 100A
Barrigar, Garnet J.		barriggj
Riley, Terry		rileyjt
Simmons, Daniel		simmonds

TELCOM

3000	[Fax 267-3001]	1163 Bowman West
Bennett, Brenda		benneths
Wetmore, Wendy		wetmorwa

CTS User Services Group:

EMAIL & DIRECTORY SERVICES

2083	[Fax 267-2868]	Kellas Hall 100A
Brouwer, Dave		brouwedf

COMPUTER LABS

2083	[Fax 267-2868]	Kellas Hall 100A
Prescott, Romeyn		prescor

KELLAS HELPDESK

2083	[Fax 267-2868]	Kellas Hall 100A
Burgoyne, Don		burgoydg
Major, Steve		majorst

INSTRUCTIONAL TECHNOLOGY CENTER (ITC)

4820	[Fax 267-3169]	Stillman Hall 105
Willard, Paula		willarpk

STUDENT EMPLOYMENT OPPORTUNITIES

- **Operations Assistant** provides operational support to the CTS administrative assistant and the manager of operations. Tasks include copying, mail distribution, answering phones, filing and special project assignments that include data entry. Supervisor: Irene Haverstock, CTS Operations, Stillman Hall 209.
- **Administrative Information Systems Assistant** provides computer application programming support for Banner, BearPAWS and other administrative information systems on campus. Support is based on experience and aptitude and may include application setup, debugging computer programs and participation in the lifecycle of computer applications from design to implementation. Supervisor: Lori Blaha, Stillman Hall 205. Summer employment is available as well.
- **Host & Network Service Assistant** aids in the support and development of Internet technologies, servers, and network electronics. Students are often dispatched to work in a variety of campus locations. Supervisors: Jeff Hardy and Matt Keller, Kellas Hall 219/211. Summer employment is available as well.
- **Network Infrastructure Assistant** provides assistance with the installation and support of campus wiring, which includes telephone and computer network cabling. Other responsibilities include assistance with satellite teleconferences, video conferences, audio/visual setups, and network problems. Often students are dispatched to work in a variety of campus locations. Supervisor: Garnet Barrigar, Kellas Hall 119. Summer employment is available as well.
- **TelCom Assistant** provides support assistance in the management of all telephone and voice mail services for the campus community, under the direction of the TelCom staff. Although students are assigned to the TelCom Office located in Bowman Hall West, they may be dispatched to other campus locations to provide assistance. Supervisor: Wendy Wetmore, 1163 Bowman Hall West. Summer employment is available as well.

CTS User Services Group – Students employed within this group report to their respective areas. However, cross-training for the other areas will take place so that support assistance for the entire group can be provided when necessary.

- **Computer Lab Maintenance Tech** provides assistance in hardware troubleshooting and support, as well as ongoing maintenance and development of systems used to maintain software. Troubleshooting skills are a must and light programming skills (shell/batch scripts, light knowledge of Perl) are a plus. Supervisor: Romeyn Prescott, Kellas Hall 206. Summer employment is available as well.
- **Instructional Technology Center Assistant** provides assistance to faculty and staff in the areas of optical scanning, document scanning, conversion of VHS tapes to DVD format, use of the large format printer and assist with other technology related questions and work out of ITC in Stillman Hall 105. Supervisor: Paula Willard, Stillman Hall 105. Summer employment is available as well.
- **Kellas Helpdesk Assistant** provides customer service and computer support to both callers and walk-in's. Although assigned to Kellas Hall 100A, assistants are often dispatched to other campus locations in order to install or troubleshoot computer problems. Supervisor: Steve Major & Don Burgoyne, Kellas Hall 100A. Summer employment is available as well.
- **Levitt Helpdesk Assistant** monitors the overall Levitt Center facility in Merritt Hall. Assistants provide students with computing support, ensure printer paper trays are filled and cartridges are replaced. Kellas Helpdesk cross-training is provided and assistants are required to work at this location to learn how to answer evening helpdesk calls and reset student passwords. Supervisor: Paula Willard, Stillman 105. Summer employment is available as well.

RATE OF PAY

Minimum wage is currently set at \$7.15 per hour. Salaries paid above minimum wage may vary depending upon available funding sources and/or responsibilities.

STUDENT EMPLOYEE IDENTIFICATION

All student employees are required to wear a CTS student employee photo ID while on the job. This identification provides proper identification when and/if you are dispatched to another campus location and will serve to inform the campus community that you are employed by CTS. At the conclusion of your employment, you are required to return your ID tag to your supervisor.

WORK SCHEDULES/BREAKS

Although not always recommended, students may work more than 20 hours per week while classes are in session. However, students must be in good academic standing and be employed under the student assistantship program. Students who are struggling academically will be limited to 10 hours or less per week. Students are allowed to work up to a maximum of 40 hours per week (for those students working in multiple positions, this is a combination of all hours submitted - not 40 hours per position). Federal Work-Study students are an exception to this rule. FWS are allowed to work a maximum of 20 hours per week while school is in session.

If you are working 6 or more consecutive hours, you are required to take a one-half hour break. This break must be recorded on your timesheet.

TIMESHEETS

Student employees are paid at an hourly rate for only the actual hours worked. These hours must be reported on a biweekly timesheet (see attached). It is very important that you complete the appropriate timesheet for the program you are hired under. Please keep in mind that timesheets cannot be processed until the Student Employment Form (or the Federal Work-study contract), the I-9 and W-4 are on file in Human Resources. NOTE: Work study timesheets are yellow, Student Assistant timesheets are green.

Hours must be indicated in one-quarter increments (i.e. 2:15 p.m. to 4:45 p.m., **not** 2:17 p.m. to 4:43 p.m.). Please review each timesheet for accuracy and sign it before delivering to your supervisor for processing.

Both you and your supervisor are required to sign each timesheet. If you do not sign the timesheet by the timesheet deadline, your supervisor may sign the timesheet and deliver it to Human Resources without your signature. However, the check will not be issued to you until you appear in Human Resources to sign the timesheet.

Timesheets must be completed in **blue** or **black** ink. Timesheets completed in pencil will be processed. However, you will be required to go to the Human Resources Office to complete the timesheet in ink before the check will be issued.

It is your responsibility to ensure that your timesheets are submitted to your supervisor by deadline dates. It is also the responsibility of your supervisor to ensure that your timesheet is delivered to the Human Resources Office by the deadline dates. If you have questions or concerns, you should contact your supervisor. Timesheets received after the established deadline will be processed with the next payroll cycle. The deadlines are strict deadlines set by the Office of the State Comptroller. *See the attached timesheet due dates for 2008-09.*

If a timesheet is not submitted by the appropriate deadline, do not hold the timesheet until the next payroll deadline. Please deliver the timesheet to your supervisor as soon as it is located. Although it cannot be processed until the next payroll cycle, it will help Human Resources to answer any questions as to why there is no check for you for that particular pay date.

PAYCHECKS

Paychecks are issued on a biweekly cycle on Thursday's. The Human Resources Office will notify you in writing as of the date of your first paycheck. Paychecks are available for pick up from the Purchasing & Payables Office, Raymond Hall 416, during normal business hours. Any paychecks not picked up within two weeks will be automatically mailed to the address on the pay stub (typically the home address).

When you know you will be unable to pick up your paycheck on pay day, you should contact the Human Resources Office and request that your paycheck be automatically mailed to the address where you will be. This will allow prompt delivery of your paycheck. Paychecks will not be held in Purchasing & Payables.

DIRECT DEPOSIT

Direct deposit is available to student employees by contacting the Human Resources Office.

EMAIL

Our standard method of communication is email, especially during busy times. Please check **your campus** email account regularly.

ACCEPTABLE USE POLICY

We strongly encourage you to review and be familiar with our "Acceptable Use Policy" (AUP). This campus information technology policy can be found on the CTS Web page at <http://www.potsdam.edu/cts/> under policies.

CONFIDENTIALITY STATEMENT

You will be required to sign a confidentiality statement form that ensures that you understand your responsibility to protect confidential or sensitive information seen or heard at the workplace. Forms will be distributed at the mandatory CTS student employee meeting held in early fall and will be handed out by supervisors as students are hired thereafter.

RESPONSIBILITIES, POLICIES AND CONDUCT

- Fully understand the job requirements before accepting the position.
- Submit all required paperwork to your supervisor prior to starting work.
- Honor the employment contract for the entire academic year.
- Always report to work on time. If there is a need to be absent due to illness, it is your responsibility to contact your supervisor immediately. Permission must be granted to take time off.
- Be aware that two unexcused absences per semester and/or persistent tardiness may be grounds for termination.
- Wear CTS student employee identification tag at all times when on the job.
- While on the job, no game playing on computers is permitted.
- Friends are not allowed to visit and/or allowed in most work locations.
- Personal phone calls are discouraged and when necessary, should be limited.
- Cell phones should be turned off while you are at work.
- You are not allowed to install your own personal applications on any CTS computers. If you are caught with illegally obtained software on any CTS equipment, your job may be terminated and you can be brought before the Campus Judicial Board. No illegal software, pornographic files or commercial work is to be stored on any CTS equipment.
- Playing music loudly is prohibited while at work.
- Dress appropriately for the work environment.
- Act in a professional manner.
- Maintain confidentiality at all times (as outlined in the CTS Confidentiality Statement all student employees are required to sign – see attachment).
- For students who will be expected to operate a NYS owned vehicle (golf cart, van) you must possess a

valid NYS driver's license and you will be required by CTS to sign a vehicle authorization agreement (as outlined – see attachment)

- Report actual hours worked. Under no circumstances may non-worked hours be reported.
- Keep track of your earnings. Discuss with your supervisor the maximum amount you are allocated to earn. Federal Work-study students cannot earn more than their award amount.
- Discuss with your supervisor any intentions of terminating employment. Two weeks notice should be given.
- Ensure that you do not exceed more than the federal limit of 20 hours per week for all FWS students

LEVITT CENTER EMERGENCY PROCEDURES

Levitt Access During Off Hours

- If you are unable to open Levitt with your access card on your shift (before 8:00 a.m. and after 4:30 p.m.) contact University Police (UP) at x2222 and request assistance.
- Remember to be responsible and bring your access card with you when reporting to work.

Fire Alarm

- Advise everyone to SAVE their work and leave the building **immediately**.
- Be firm -- everyone must leave and you should be the last person to exit.

Theft or Lost Property

- Report equipment or personal property thefts immediately to University Police (x2222).
- Inform your supervisor regarding thefts.
- Submit recovered lost ID's to the PACES Office in Merritt Hall
- Submit recovered keys to University Police in Van Housen S181
- Smaller, left-behind property (depending upon value) may be placed in the "Lost & Found" box or stored in the cabinet

Medical Emergency or Accident

- For all medical emergencies call University Police **immediately** (x2222)
- Dialing 911 from any CAMPUS phone (only) will connect you directly to UP
***Recommended Tip:** If you dial 911 from your cell phone, the call will not go UP but instead directly to Canton. Therefore, it is a good idea to program (315)267-2222 into your cell phone, this way you will immediately be connected to UP.*
- Inform your supervisor regarding all reported incidents

Equipment Malfunction

- Turn off the equipment
- Call the CTS Helpdesk x2083; if it is at night or on the weekend, email helpdesk@potsdam.edu
- Indicate the problem, platform (Mac or a Gateway) and provide decal #
- Place a sign on the machine specifying the malfunction

Inappropriate Use of Computers

- Do not accuse anyone of inappropriate behavior but if a user's activity looks suspicious, you may inquire what he/she is working on
- If the person does not have an ID or refuses to show you, ask the user to leave
- If user refuses, immediately contact University Police (x2222)
- Reminder that the user has to be logged on to be using the computer, thus note the time and the decal # of the computer and report that information to the CTS HelpDesk at x2083

Destructive or Disruptive Users

- If a small group of people are disruptive, be polite but firm reminding the offenders that others are trying to work/study and noise should be kept to a minimum. If it continues, request they leave the facility. If user refuses, simply walk away and immediately call University Police at x2222.
- Do not place yourself in harm's way or get into a major confrontation
- Young children must be accompanied by an adult or guardian in the Levitt Center. They should not be left unattended for long periods of time or tie up computers. Call University Police if a child is left unattended and if a child is disruptive, request the adult remove the child from the lab.
- Collect items for Lost & Found; remembering that users expect to recover lost items. Keys should be turned into University Police (Van Housen) and ID's should be turned into PACES (Merritt)

Escort Assistance

- If you or another student is in need of an escort to another building, parking lot, dorm room, etc., contact University Police at x2222

CARD ACCESS

You will be notified by your supervisor if your employment in CTS necessitates card access privileges in order to access specific areas (i.e., Levitt Center, Helpdesk, etc.). Card access is set up based upon your SUNY card number and if your card is lost or stolen, you **must** report this to your supervisor immediately. As soon as you receive your new card, inform your supervisor that card access privileges can be granted. Card access for CTS student employees is renewed each semester.

STUDENT RIGHTS

- Receive confidentiality in all matters relating to your financial background and award
- Be given meaningful work in an amount sufficient to earn your full award/allocation
- Contact the Financial Aid Office or Human Resources Office if a serious matter develops in the work situation that cannot be solved with your supervisor
- Understand the reasons for dismissal

WORKPLACE VIOLENCE

SUNY Potsdam has adopted a policy of zero tolerance regarding workplace violence. Our goal is to create and maintain an environment free from threatening behavior, acts of violence, and harassment. SUNY Potsdam will not tolerate violence, threatening behavior, or harassment of any type, from any source. It is the responsibility of all college employees to create and maintain a workplace free from threats and acts of violence.

SUMMER EMPLOYMENT

There are a *limited* number of summer employment positions available to students in CTS. Summer positions begin in late May and run through the end of August. Students typically work 35 to 40 hours per week, earning minimum wage or more depending on job responsibilities. Students must complete an application for these positions, which can be obtained at the CTS Helpdesk in Kellas.

EMPLOYMENT TERMINATION PROCESS

A supervisor will first notify you of any problem with verbal warnings. A meeting between you and your supervisor should be held detailing the problem. Suggestions for possible solutions will be made, as well as a date established by which improvements must be made. It is important that any dates set should be promptly monitored. If the problem is still not resolved by the date established, the supervisor may want to present you with a written warning. If problem still continues, it is recommended that once again a meeting be held with the student and follow it up with a written statement documenting the conversation. If the problem still persists, a job change or termination may be necessary. The supervisor will notify you in writing of the termination, with an appropriate effective date, with a copy to Human Resources for processing.

FINANCIAL AID & PAYROLL QUESTIONS

Questions relating to Financial Aid eligibility and awards should be directed to:

Carolyn Corcoran, Assistant Director of Financial Aid
Raymond Hall 320, 267-2162
corcorcr@potsdam.edu

Questions relating to appointment and payroll should be directed to:

Jill Butler, Payroll Manager
Raymond Hall 219, 267-2090
butlerjm@potsdam.edu

For additional information about student employment at SUNY Potsdam, visit the Student Employment Web Address at <http://www.potsdam.edu/HR/StudentEmploy/Index.htm>

Attachments: 2008-09 Timesheet Due Dates
Confidentiality Statement
CTS State Vehicle Authorization Form

Schedule of due dates for hourly student timesheets 2008-2009

GREEN timesheets - Hourly Student Assistants

YELLOW timesheets - Federal Work Study

PAY PERIOD WORKED THURS. THROUGH WEDNESDAY	TIMESHEET DUE ON WEDNESDAY BY 4:30	PAYCHECK DATE	PAYROLL NUMBER
6/12/2008 – 6/25/2008	6/25/2008	7/17/2008	7
6/26/2008 – 7/9/2008	7/9/2008	7/31/2008	8
7/10/2008 – 7/23/2008	7/23/2008	8/14/2008	9
7/24/2008 – 8/6/2008	8/6/2008	8/28/2008	10
8/7/2008 – 8/20/2008	8/20/2008	9/11/2008	11
8/21/2008 – 9/3/2008	9/3/2008	9/25/2008	12
9/4/2008 – 9/17/2008	9/17/2008	10/9/2008	13
9/18/2008 – 10/1/2008	10/1/2008	10/23/2008	14
10/2/2008 – 10/15/2008	10/15/2008	11/6/2008	15
10/16/2008 – 10/29/2008	10/29/2008	11/20/2008	16
10/30/2008 – 11/12/2008	11/12/2008	12/4/2008	17
11/13/2008 – 11/26/2008	11/26/2008	12/18/2008	18
11/27/2008 – 12/10/2008	12/10/2008	1/1/2009	19
12/11/2008 – 12/24/2008	12/24/2008	1/15/2009	20
12/25/2008 – 1/7/2009	1/7/2009	1/29/2009	21
1/8/2009 – 1/21/2009	1/21/2009	2/12/2009	22
1/22/2009 – 2/4/2009	2/4/2009	2/26/2009	23
2/5/2009 – 2/18/2009	2/18/2009	3/12/2009	24
2/19/2009 – 3/4/2009	3/4/2009	3/26/2009	25
3/5/2009 – 3/18/2009	3/18/2009	4/9/2009	26
3/19/2009 – 4/1/2009	4/1/2009	4/23/2009	1
4/2/2009 – 4/15/2009	4/15/2009	5/7/2009	2
4/16/2009 – 4/29/2009	4/29/2009	5/21/2009	3
4/30/2009 – 5/13/2009	5/13/2009	6/4/2009	4
5/14/2009 – 5/27/2009	5/27/2009	6/18/2009	5
5/28/2009 – 6/10/2009	6/10/2009	7/2/2009	6

QUESTIONS: PLEASE CALL HUMAN RESOURCES AT x2093 or x2709

Copies of this schedule are available at the following web site: www.potsdam.edu/HR/StudentEmploy/, then click on Timesheet Schedule.

COMPUTING & **T**ECHNOLOGY **S**ERVICES

Memorandum of Understanding Confidentiality of Records and Information

**State University of New York
Potsdam, New York**

As a student employee of the State University of New York at Potsdam, I _____, understand that all the information contained in records or files or otherwise by virtue of my employment is presumed to be confidential. I understand that the unauthorized release of such information, whether to parties internal or external to the University, is strictly prohibited and may lead to dismissal from my position on the first offense. Further, I understand that certain information is not authorized for release to other employees within the University unless there is a legitimate educational need. Such information includes, but is not limited to, applicant information, transcripts and test scores, interview results, medical information, and affirmative action matters. If I am in doubt about a request for information, I understand that it is my responsibility to discuss the request with my supervisor prior to a decision to release the information. My signature denotes that I have read and understand the Memorandum of Understanding and that unauthorized release of confidential information may lead to dismissal on the first offense.

Signature of Employee: _____

Date: _____

Witnessed by: _____

CTS STUDENT EMPLOYEE VEHICLE AUTHORIZATION AGREEMENT

I, _____, confirm that I possess a valid driver's license and, as part of my employment with the Computing & Technology Services Department, I may be asked to drive a state-owned vehicle (golf cart, van). Driving rules for golf carts/vans will be consistent with New York State Traffic Law:

- I will stop at all stop signs.
- I will stop for pedestrians at cross walks and, when operating a golf cart on campus walkways, will be considerate of pedestrians.
- I will not drive over the stated speed limit and will drive at a reduced speed as conditions warrant.
- I will maintain a safe and comfortable distance from all pedestrians and vehicles at all times.

Furthermore,

- I understand that golf carts and/or vans are to be used for official CTS business only and cannot be used to run personal errands.
- I will respect the equipment and return it in the same condition when borrowed.
- I will not leave the keys in the vehicle when it is unattended.
- I will not drive over curbs, across lawns or in any other locations on campus unless required to do so and if necessary, will use extreme caution.
- I will not transport non-CTS employees (unless asked to do so by my supervisor).
- Upon borrowing the vehicle, I will sign it out recording the time taken. Upon return, I will record the time I returned it.
- If there are any problems with the vehicle during operation, I will return the vehicle and immediately notify my supervisor.

I understand that failure to follow this agreement and/or causing reckless damage to the vehicle or property may result in full restitution on my part. I further understand that failing to adhere to this agreement will result in loss of golf cart/van privileges at a minimum. Depending upon the severity of the offense, employment termination may result.

Student Employee Signature

Date

CTS Student Employee Supervisor

Date

Updated 8/08