

CIDT Undergraduate Staff Policies

ACCESS

CIDT undergraduate staff have access to critical information. This access comes with a high degree of trust and responsibility. The following policies are written to address appropriate access, use, an alteration of information. Additional guidelines may be provided by CIDT directors as needed.

- Undergraduate staff may not access courses in which they are or have been enrolled as a student from an administrator role unless asked to do so by and with the instructor.
- Undergraduate staff have access to course content, settings, etc. for the sake of verification, not modification. Undergraduate staff may view course settings in order to troubleshoot technical issues and may verify those settings to the student or faculty who requested help. They will not alter settings in any course unless asked to do so by the faculty member or CIDT supervisor.
- Undergraduate staff may access the BlackBoard grade center (only in courses they have never been enrolled as student) to address student concerns, such as whether an assignment submitted correctly. If an undergraduate staff member accesses the grade center after the start date of a course for any reason, he or she will email the instructor to inform him or her of their activity.
- Undergraduate staff will not disclose any data – including grades, test questions, etc. – to any individual. They will instead assist students in learning how to access their own information.
- Upon request from an instructor, the student, or a CIDT supervisor, undergraduate staff may make students unavailable in a course and hide the student in the course grade center. Undergraduate staff will not remove students from a course as this may also remove important information regarding logins and course activity.

SAFETY and SECURITY

Each CIDT staff member is responsible for the safety and security of self, staff, and equipment. It is also important for the directors to be aware of staff at all times. The following policies are intended to promote such safety and security. All staff are expected to be conscientious with regards to this expectation in any circumstance not specifically described here.

- Undergraduate staff working after normal business hours should work from CIDT prior to 8:00pm. After 9:00pm, an alternative location should be approved. Before beginning or ending a shift from an alternative location, the undergraduate staff member should text both CIDT directors to clock in and out.
- Undergraduate staff should not work in CIDT after 9:00pm unless there is another staff member present or the door is locked. The director and assistant director should be informed when undergraduate staff are present in CIDT after 9:00pm.
- Undergraduate Staff are responsible for locking doors to CIDT and the studio when no CIDT employee is present.
- CIDT staff should ensure that all classroom doors are locked and equipment properly shut down before ending the latest shift each day.
- When any CIDT staff member takes equipment (camera, SD cards, microphones, etc.), it should be checked out via the administrative assistant. It should also be signed in when returned.
- All technology and associated equipment should be appropriately stored and maintained. Undergraduate staff should assist in charging batteries, turning off lights, and securing areas as needed.

CONDUCT

Because CIDT employees work regularly with faculty, staff, students, and administrators, it is important to present ourselves in a professional manner, which includes dress, hygiene, speech, behavior, service, and reliability. The following

principles are guidelines to assist CIDT employees in their professionalism. Additional guidance may be provided on a case-by-case basis.

Dress and Appearance

- All employees must be clean and well groomed. Grooming styles dictated by religion and ethnicity are not restricted. Grooming includes bathing or showering regularly, brushing hair and teeth, using deodorant, etc.
- All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities (i.e. sweatpants, athletic shorts, tank tops, etc.) are not professional. Clothes that are revealing are not appropriate (i.e. low cut shirts or short dresses, skirts, or shorts).
 - *Southeastern branded athletic wear is acceptable as long as it is clean, well kept, and worn in a professional style.
- Clothes must be clean and in good condition. They should not have words or images that may be offensive or inappropriate.
- Wear your CIDT badge when in the office or at events on behalf of CIDT so that others know you represent CIDT. Behave professionally when wearing your badge as a positive reflection upon the department.

Speech and Service

- All communication - verbal and written - should be professional, polite, and respectful. Do not use cuss words or words that others may consider crude.
- Speak positively of classes and professors that you work with.
- Always treat coworkers with respect - in or outside the office environment and regardless of the form of communication used.
- Be quick to greet visitors to CIDT and those calling, emailing, or asking questions on Live Chat. Offer assistance to whatever extent you are able before transferring the individual to someone else in CIDT or another department.

Behavior and Reliability

- Undergraduate staff will fulfill the assigned schedule agreed upon by the student and director. Any alterations to the agreed upon schedule must be approved by the director.
- Each staff member will record an accurate representation of hours worked on the CIDT Google Sheet daily at the end of his or her shift. Monthly time sheets should reflect the same number of hours worked as what is recorded on the Google Sheet.
- Undergraduate staff are expected to manage time well and be productive during working hours. They will complete assigned projects during their work time in addition to managing live chat and answering help tickets. If no project has been assigned, undergraduate staff should check with CIDT team leaders to find out how to help with any needs.
- Undergraduate staff should not use spare time for watching videos (unless for the sake of captioning, editing or training), playing games, or using social media (unless working on CIDT or Southeastern social media sites).
- When no project has been assigned to an undergraduate staff, time should be spent on obtaining additional training either from other staff members or from Lynda.com.
- Undergraduate staff should be conscientious of deadlines for all projects and complete assigned tasks in a timely manner. If it becomes apparent that a deadline may not be met, the undergraduate staff should make the appropriate team leaders aware of the need for extra attention to meet the deadline.

- Undergraduate staff are responsible for all information provided in CIDT meetings and team meetings. They should attend or watch the recording of each meeting pertaining to them and ask questions for clarification as needed.

ONGOING QUALIFICATIONS

CIDT undergraduate staff have access to important and sensitive information and are thoroughly integrated in the academic enterprise of the university. The following policies are designed to protect the integrity of CIDT and reduce liabilities.

- **GPA** - Undergraduate staff must maintain a GPA of at least 2.0. To maintain this policy, CIDT directors will access GPA information periodically. If the GPA of an undergraduate staff member falls below 2.5, he or she will need to meet with a CIDT director to establish a probationary period, which may include a reduction of hours. If the GPA falls below 2.0, this may be grounds for termination. Undergraduate staff have access to and are encouraged to use the variety of resources offered by Southeastern and promoted by CIDT to ensure that quality academic performance is maintained.
- **Training** - CIDT staff are expected to be continuously learning and improving new skills. Each staff member should seek out opportunities to learn from other staff, review training materials, and practice with equipment and tools.
- **Meetings** - CIDT staff are required to attend CIDT meetings and team meetings for teams they serve on. If a staff member's schedule does not allow for attendance at the scheduled meeting time, he or she is expected to watch the recording of the meeting. All staff are responsible for information shared in the meetings.

UNDERGRADUATE STAFF RAISES

CIDT Undergraduate staff are considered "Skilled Workers" by the university, which allows a system by which undergraduate staff may receive raises. Raises will be contingent upon performance in the following areas. A performance review must be completed to determine whether any raise will be awarded.

- **CIDT Policies** - Undergraduate staff are expected to be familiar with and follow the policies outlined in this document.
- **Work Ethic** - Undergraduate staff are expected to demonstrate a high level of work ethic by asserting appropriate effort on projects, fulfilling assigned duties, and looking for ways to improve CIDT and its projects.
- **Reliability** - Undergraduate staff are expected to fulfil their assigned schedule to ensure that all needs are met. They must be dependable enough to oversee and complete projects in a timely manner. They must be trusted to manage their own time productively.
- **Initiative** - Undergraduate staff should play an active role in developing the quality of CIDT, its projects, and operations. Undergraduate staff should not hesitate to share ideas and offer to participate in areas that they may not have been assigned to but could make a meaningful contribution.

Employee Signature _____