

CIDT Full Time Staff Policies

ACCESS

CIDT 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, and alteration of information. Additional guidelines may be provided by CIDT directors as needed.

- FERPA
 - 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.
 - Staff will maintain confidentiality when supplying data for student appeals or other evaluation purposes requested by chairs or administrators. Such information retrieval should not be delegated to an undergraduate assistant.
 - 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.
- Intellectual Property
 - When providing technical support, staff have access to course content, settings, etc. for the sake of verification, not modification. 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.
 - CIDT staff will provide instructors with recommendations for course improvements but will not make changes until permission has been granted. If CIDT staff do need to make changes to something in a course, such as fixing a broken link, the staff will immediately inform the instructor of what was done.
 - CIDT staff will not access or use course materials for training purposes without the instructor's permission.
 - CIDT staff will ensure that course content is not copied to a different instructor's course without the authoring instructor's permission. Staff will encourage and assist faculty in giving credit to sources within their courses, including instructors who allowed them to use their content.
 - Content created by CIDT staff will be considered work-for-hire and will be owned by the university. If assistance is provided to a faculty member, the faculty member will retain ownership. If content is developed for orientation, newsletters, etc., it may be used by the university as it sees fit.

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 should not cover evening hours alone. In most circumstances, one full time staff member should be present for evening hours. If the full time staff member cannot be present, he or she must ensure that at least two undergraduate staff will be present. Even if approval for leave to be taken at that time is given, if at least two undergraduate staff (or one full time staff) cannot cover the office the entire shift, approval for the leave will be understood to be cancelled.
- Staff are responsible for locking doors to CIDT, the studio, and storage when no CIDT employee is present, even if for a brief period of time.
- CIDT staff should ensure that all classroom doors are locked and equipment properly shut down before ending the latest shift each day.
- Staff will ensure that all technology and associated equipment is listed in the CIDT inventory and is appropriately stored and maintained.
- When any CIDT staff member takes equipment from the office (camera, SD cards, microphones, etc.), it should be checked out via the administrative assistant's sign out sheet. If multiple items are taken, they may be listed as a bundle. In addition to signing it out, note when it will be returned. When equipment is returned, it should also be signed in on the same sheet. The administrative assistant will check equipment frequently for additional damage and lost/missing items.
- If staff check out equipment for personal use, they must first make sure it is not needed for CIDT purposes. It must then be signed out and marked that it is for personal use. In this circumstance, the staff member who signs it out will be financially responsible for the equipment if it is lost, stolen, or damaged.

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/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.

- Staff will keep their work stations clean, assist in maintaining a clean and professional environment throughout CIDT and CIDT spaces, including the studio, storage, and classrooms.

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.

Productivity and Time Off

CIDT is a busy place, and keeping every area going can be a challenge. It takes dedicated full time staff to accomplish all that we do. It is important that full time staff are leaders. It is also important to be thoughtful and strategic with scheduling so that other staff are not overwhelmed by covering extra duties. The following have been written to promote a sense of responsibility and thoughtfulness and to outline expectations.

Productivity / Leadership

- CIDT staff are expected to manage time well and be productive during working hours. Staff will be proactive in fulfilling and then seeking out projects for themselves and those on their respective teams. Team leaders will ensure projects are assigned and completed with quality and on time. They will provide guidance and training as needed to enable undergraduate staff to be productive and successful. During slow times, staff should up-train, cross-train, and find ways to promote their skills to get new projects.
- Staff are responsible for all information provided in weekly CIDT meetings. Team leaders are responsible for holding weekly meetings and recording them when some members cannot attend. Meetings should address current issues relevant to the team, plan projects, assign duties, provide training, and address concerns.
- CIDT 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).

Accountability

- CIDT staff are responsible for all information sent via email or presented in CIDT meetings. If a staff member is absent from a meeting that is recorded

via zoom, he or she is responsible for watching the recording as soon as possible. Often, meetings are supplemented with emails. Such emails should be read in full.

- CIDT staff are expected to read and respond to emails in a timely manner. This includes emails from within CIDT as well as from faculty and staff across campus.
- If hours are completed away from CIDT, the work reporting form should include notes about what work was performed. A brief description should also be added in a comment on the Google Sheet Hours tab.
- Each staff member will record an accurate representation of hours worked on the CIDT Google Sheet Hours tab and will use that area to log reasons for time off and other scheduling information for quick reference. Staff will also submit a work reporting form at the end of each day or shift to assist in collecting valuable CIDT data. The time logged on the hours tab, reported on the work reporting form, and claimed on monthly time sheets or leave reports should all be consistent. The administrative assistant will verify this consistency before time sheets are signed and may request a revision to be submitted. The administrative assistant can also assist in claiming leave in the appropriate field based on reported reasons for time off.

Scheduled Time / Time Off

- Staff will be responsible for fulfilling assigned duties, some of which will occur at specific assigned times. Staff are also expected to be present for CIDT meetings and major CIDT events. Breaks, lunch, and leave should not be taken during meeting times or events. Staff should not leave early from meetings or events due to working “sufficient” hours. Schedules should be planned around such events so that all full time staff are available at critical times. If conflicts do arise, the staff member will communicate with other staff to arrange for a backup to fulfill their responsibilities and will do everything possible to relieve the burden resulting from his or her absence.
- When assigned evening shifts, staff should work from CIDT until 8pm or until all SIDE classes have ended, whichever is later. If evening hours cannot be fulfilled, the staff member is responsible for ensuring that another full time staff or at least two undergraduate staff members will be present to cover the office and fulfill assigned responsibilities.
- Lunch breaks should not conflict with assigned responsibilities and may therefore need to be taken at odd hours on some days. The length of time taken for lunch should not interfere with meetings or responsibilities. If a long lunch is taken, it should be reflected accurately when hours worked are reported.
- Because CIDT is open from 8am to 8pm, in many cases, schedules may be adjusted to fulfill the normal 40 hour work week without the use of personal time. The guidelines below should be consulted when personal time is used.
 - “Personal leave can be used when a member of the employee’s family requires his/her attention; when there is an emergency that only the employee can handle such as family illness; bereavements; inclement

weather conditions; conducting personal business; etc... Personal leave is not annual leave; therefore, it is not intended to supplement annual leave hours to be used... Events that could have been scheduled during non-working hours will be charged to annual leave.”

- Requests for time off should be sent via email with the accompanying justification to the director. Approval of time off must be given by the director, and will also be given via email. When requesting time off, please consider the time of year, activities scheduled, and what burdens will fall to other employees in your absence.
- When possible, reasonable advance notice should be given prior to taking vacation, personal leave, or comp time. This helps assure all staffing needs are met. However, there may be circumstances (such as illness) when advanced notice is not possible. Even in those cases, notice should be given as soon as possible. Also note the cause of absence on the Google Sheet hours tab and send an email as soon as you are able to do so. When short notice is provided, please make the director, assistant director, and administrative assistant aware of your time off.

Employee Signature _____