

Quick Reference

When to Complete a Work Authorization Request

- When a student is hired
- Any time there is a change in work status (example, banner org, pay rate).
- When directed to do so by Career Services, Human Resources or Payroll.

Paperwork

- Be sure to return copies of the Work Authorization to your supervisor for their records.
- All paperwork must be completed before you begin your new job or you will not be paid.

Eligibility

- You must be a matriculated and enrolled student to work on campus.

Summer Work

- Students must be enrolled in the previous spring semester and the upcoming fall semester, or be completing degree requirements in the summer.

Breaks

- A 30 minute clocked out meal break is required for anyone working 7.5 or more consecutive hours.

Payroll Schedule

- The Payroll Schedule must be strictly adhered to, the most up to date schedule can be found on the Career Services or Payroll website.
- Pre-populated time sheets must not be altered in any way.

Dress Appropriately

- Talk to your supervisor regarding appropriate dress for your work location.

Customer Service

- You are a representative of the university. Review the guidelines in this handbook and talk with your supervisor regarding their expectations.

Career Services 203-392-6536
southernct.edu/careerservices/

Human Resources 203-392-5567
southernct.edu/employment/

Payroll 203-392-5430
southernct.edu/payroll/

On-Campus Student Employment Handbook



The procedures and policies outlined in this handbook are in compliance with the Board of Trustees Policies and University Procedures. An electronic version of this handbook, as well as answers to your frequently asked questions, can be found at www.careers.southernct.edu

Congratulations on your new on-campus job!

This handbook contains policies for student employment, as well as information to help ensure that you have a successful working experience. As a student worker you are instrumental in helping to serve students, faculty, staff, and the community. Please take the time to familiarize yourself with the information in this handbook. Many of the policies related to your employment are contained here; for additional information please visit Human Resources' and Career Services' websites. In addition, talk with your supervisor regarding their specific expectations and policies in the department where you are employed. Regular program student employment is coordinated through a joint effort by the Center for Career Services, Human Resources and Payroll. If you have any questions, please contact us.

Career Services	203-392-6536 Southernct.edu/careerservices/
Human Resources	203-392-5567 southernct.edu/employment/
Payroll	203-392-5430 southernct.edu/payroll/

I. Privacy

As a part of students' employment, they may have access to the personal information of students and/or employees of the university. Students must follow all policies and procedures and adhere to the Family Educational Rights and Privacy Act (FERPA) of 1974 to ensure that personal information is protected.

FERPA Agreement

I understand by the virtue of my employment with Southern Connecticut State University (SCSU), I may have access to records, which contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act of 1974. I acknowledge that I fully understand that the intentional disclosure by me of this information to any unauthorized person could subject me to criminal and civil penalties imposed by law. I further acknowledge that such willful or unauthorized disclosure also violates SCSU's policy and could constitute just cause for University sanctions, disciplinary action including termination of my employment regardless of whether criminal or civil penalties are imposed.

The following are examples of personally identifiable information: ID numbers, financial transaction information (i.e., student bills and Hoot Loot Card transactions), enrollment information, and transcripts (i.e., grades)

Substantial participation is not limited to the chief negotiator or the individual who signs the contract. Rather, the concept of substantial participation (under both nos. 2. and 4.) applies whenever the individual exercises discretionary authority at any level of the process. "Employment" includes work as an independent contractor or consultant.

5. PERSONS WHO SERVE IN ONE OF APPROXIMATELY 75 SENIOR POSITIONS IN THE STATE'S REGULATORY AGENCIES ARE PROHIBITED, FOR ONE YEAR AFTER LEAVING STATE SERVICE, FROM ACCEPTING EMPLOYMENT WITH ANY BUSINESS SUBJECT TO REGULATION BY THEIR FORMER AGENCY.

(NOTE: positions to which this restriction applies are listed in Regulations of Conn. State Agencies §1-92-40a.)

Revised: October, 2003 (poguide)

This is a lifetime prohibition. It applies regardless of where the representation occurs and whether or not compensation is involved. The term "particular matter" must almost always be determined on a case by case basis. Although the concept is essentially a narrow one, a specific "particular matter" (e.g., an administrative enforcement proceeding) cannot be further divided into separate phases (prehearing investigation, hearing, decision, etc.) To hold otherwise would frustrate a principal purpose of this provision: prevention of side switching in the midst of on-going state proceedings.

3. NO FORMER EXECUTIVE BRANCH OR QUASI-PUBLIC AGENCY OFFICIAL OR STATE EMPLOYEE SHALL, FOR ONE YEAR AFTER LEAVING STATE SERVICE, REPRESENT ANYONE (OTHER THAN THE STATE) FOR COMPENSATION BEFORE THE AGENCY IN WHICH HE OR SHE WAS EMPLOYED AT THE TIME OF LEAVING STATE SERVICE, CONCERNING ANY MATTER IN WHICH THE STATE HAS A SUBSTANTIAL INTEREST.

"Represent" (under both nos. 2. and 3.) includes any action which reveals the identity of the individual, e.g., a personal appearance, phone call, signature on a document, identification on a firm's letterhead, etc.

NOTE: A Commission policy has been established to allow former state servants to enter into consulting and other employment contracts with their former agencies within the one year period. Specifically, such conduct is permitted, as long as the re-employment is at no greater pay level than the individual was receiving at the time of separation from state service plus necessary expenses. In essence, by prohibiting the negotiation of the compensation rate, this policy prevents improper use of influence and contacts for financial advantage. At the same time, employment options of former state servants are not limited unnecessarily and the State is not denied these individuals' expertise.

Those with questions concerning this policy should contact a Commission attorney.

4. NO FORMER PUBLIC OFFICIAL OR STATE EMPLOYEE WHO PARTICIPATED SUBSTANTIALLY IN, OR SUPERVISED, THE NEGOTIATION OR AWARD OF A STATE CONTRACT VALUED AT \$50,000 OR MORE MAY ACCEPT EMPLOYMENT WITH A PARTY TO THE CONTRACT (OTHER THAN THE STATE) FOR ONE YEAR AFTER RESIGNATION FROM STATE SERVICE IF THE RESIGNATION OCCURS WITHIN ONE YEAR AFTER THE CONTRACT WAS SIGNED.

II. Eligibility

A) Student workers must be matriculated and currently enrolled in courses to be eligible for on-campus student employment. **(A matriculated student has met all University requirements for admission and has been accepted as a degree candidate by the Undergraduate Admissions Office or the School of Graduate Studies. Students who are academically dismissed from the University must stop working immediately upon being notified of the dismissal.)**

B) Students are no longer eligible to work after they have completed their degree requirements or are otherwise no longer enrolled at the university.

C) To be eligible for summer employment the student must be enrolled in the prior spring semester and continue enrollment in the subsequent fall semester, or be enrolled and completing degree requirements during the summer session.

III. Hiring Procedures

A) During the first three weeks of each semester, summer or academic year, departments usually make final selections of employees. Student workers who remain eligible for employment may continue to work into the following semester depending on the department's need and budget.

B) Supervisors should work with the student worker to complete the Work Authorization Request and advise the student of the required documentation regarding identity and employment eligibility. **All student workers should be directed to Career Services to verify work eligibility. Career Services will direct students to Human Resources to complete the I-9 and W-4s if necessary.**

C) Students who will be driving for any reason as part of their job must be licensed and insured drivers. Supervisors must notify the Center for Career Services, in writing, with the names of any students who will be driving as part of their job. Include with the memo a copy of the student's driver's license and declaration statement of the student's insurance policy. The declaration statement of the student's insurance policy must show a minimum liability of \$50,000 per incident and \$100,000 total liability. It is the department's responsibility to view the original documents; copies of the licenses and insurance cards may not be accepted.

IV. Duration

- A) In accepting a job at Southern Connecticut State University, a student agrees to remain on the job for at least one semester, and generally for one academic year.
- B) Students are expected to give their supervisor at least two weeks notice prior to resigning.
- C) Student workers are at will employees. Student work is temporary and can be terminated at anytime.
- D) Students who are academically or otherwise dismissed from the University must stop working immediately upon being notified of the dismissal.
- E) Students who withdraw from the university, withdraw from courses in a given semester or otherwise cease to attend classes must notify their supervisors that they are no longer eligible to work and end employment.

V. Work Schedule

- A) Student's work schedule will be arranged according to the student's availability and based on the needs of the department in which they are hired.
- B) Student's work and class schedule may not be in conflict.
- C) When classes are in session, a student may work no more than twenty (20) hours per week (40 hours bi-weekly). **If a student works in more than one department, the total hours for all departments must not exceed the maximum number of hours listed here.**
- D) During school recesses and summer sessions a student may work a maximum of forty (40) hours per week.
- E) Students may not work more than eight (8) hours per day.
- F) Students may work during school recesses if they meet the eligibility requirements and have their supervisor's approval.
- G) Any absences must be arranged with the supervisor prior to the assigned work times.

VI. Conditions of Employment

- A) Students are compensated only for hours actually worked.
- B) All students must be matriculated and be currently enrolled in courses.

IF YOU HAVE A QUESTION ABOUT THE CODE: Anyone subject to the Code may request the Commission's advice (advisory opinion) as to how the Code applies to a situation. The Commission staff also provides informal advisory letters when the question posed is unambiguous or has been previously addressed by a Commission opinion. Finally, staff is available to discuss application of the Code to your particular issue on a confidential basis.

If you have any questions about this Guide or desire more information about the Ethics laws, please contact the Commission staff or visit the Commission's website (www.ethics.state.ct.us).

State Ethics Commission

20 Trinity Street, Suite 205

Hartford, CT 06106-1660

Phone: (860) 566-4472 Fax: (860) 566-3806

Hours: Weekdays 8:30 - 4:30

ETHICS CODE PROVISIONS APPLICABLE TO

THOSE LEAVING STATE OR QUASI-PUBLIC AGENCY SERVICE

1. NO FORMER PUBLIC OFFICIAL OR STATE EMPLOYEE MAY DISCLOSE OR USE CONFIDENTIAL INFORMATION, GAINED IN STATE SERVICE, FOR THE FINANCIAL BENEFIT OF ANY PERSON.

This is a lifetime prohibition. "Confidential information" is any information not generally available to the public. The information may be in any form (written, photographic, recorded, computerized, etc.) including orally transmitted information, e.g., conversations, negotiations, etc.

2. NO FORMER EXECUTIVE BRANCH OR QUASI-PUBLIC AGENCY OFFICIAL OR STATE EMPLOYEE MAY REPRESENT ANYONE (OTHER THAN THE STATE) CONCERNING ANY PARTICULAR MATTER (1) IN WHICH HE OR SHE PARTICIPATED PERSONALLY AND SUBSTANTIALLY WHILE IN STATE SERVICE AND (2) IN WHICH THE STATE HAS A SUBSTANTIAL INTEREST.

Quasi-Public Agencies must file annually with the Ethics Commission by May 1 statements of financial interests held during the previous year.

Additionally, each state servant must disclose to the Commission, within thirty days, any "necessary expense" payments which the individual receives in his or her capacity as a public official or state employee if lodging and/or out-of-state travel is included, unless such expenses are paid for by the Federal Government or another State Government.

Also, whenever a gift to the state incidentally benefits a public official or state employee in the amount of fifty dollars or more and is donated by an individual or entity regulated by, doing business with, or seeking to do business with the recipient agency, the individual's superior, shall certify in writing to the Ethics Commission, prior to the acceptance of the benefit, that the gift, in fact, facilitates state action or functions and is sanctioned by the recipient agency, notwithstanding any potential conflict of interests. An example of such a gift to the state is when a regulated entity pays the cost for a state regulatory employee to take a course relevant to his or her area of expertise.

ENFORCEMENT PROCEDURES, PENALTIES: Enforcement of the Code is initiated by a complaint, filed by the Commission or any member of the public. (In most instances, a Commission complaint is preceded by a confidential staff evaluation.) A two-stage process follows: (1) confidential investigation and probable cause hearing; (2) if probable cause is found, a public hearing to determine if the Code has been violated. (At any stage of the process the Commission and Respondent may negotiate a settlement.) After a finding or admission of a violation, the Commission can order the Respondent to comply with the Code in the future, file any required report or statement, and pay a civil penalty.

Alternatively, for failure to file a report, statement, or other information required by the Code the Commission can, after a single hearing, impose a civil penalty of up to \$10 per day, the aggregate penalty for any one violation not to exceed \$2,000.

If the Commission concludes a violation was intentional, it can refer the matter to the Chief State's Attorney for action. An intentional violation of the Code is a misdemeanor punishable by a fine of up to \$2,000, a jail term of up to one year, or both.

The Attorney General may sue for up to three times the economic gain received through knowingly committing or knowingly profiting from a violation of the Code.

C) Students must be supervised during all working hours, and no work is to be done at home.

D) Student workers are representatives of the University and are expected to act professionally. Because work environments for students vary greatly, appropriate work attire and office etiquette should be discussed with the supervisor upon accepting a position.

E) Campus technology devices are the property of the State of Connecticut and their use is restricted to the performance of official State business. Student workers must follow the Board of Trustees Policy on Computer Use for Employees of the Connecticut State University System (BR#86-48).

VII. Payment

A) Student workers are paid on a bi-weekly basis.

B) The Payroll Calendar outlines the dates of each pay period, the dates that the time sheets must be submitted to the Payroll Department, and the dates of the paychecks. This schedule must be strictly followed to ensure timely paychecks. **Please note: the date of the 1st paycheck is based on the date the Work Authorization Request was accepted and stamped by Career Services or Human Resources.**

C) Supervisors will receive personalized time sheets for each student worker in their department via e-mail, and should review all timesheet procedures with the student. If timesheets are not received within 5-7 business days of submitting the Work Authorization Request, the supervisor should contact the payroll department at 203-392-5430.

D) Time sheets must be submitted to payroll by the date designated on the payroll calendar. Late time sheets will result in the student's paycheck being delayed until the next pay day.

E) Pre-populated time sheets must not be altered. Altering the pre-populated time sheet may result in the student being paid incorrectly, and/or the pay check being delayed.

F) Incorrect time sheets will be returned to the supervisor for corrections. This may cause a delay in the student's paycheck.

Any violations of the payroll procedures may result in the student not getting paid on time!

General Office Etiquette Guidelines

- All office phones on campus should be answered by identifying department and your name.
- Visitors to the campus and your department should be treated with respect and courtesy.
- Your work area should be kept neat; to maintain a neat area most departments do not allow students to eat while on the job.
- Loud conversation and music are not allowed in most work areas since it can distract others.
- Foul or inappropriate language can insult others and make them feel uncomfortable; it should not be used during working hours.

General Appropriate Dress Guidelines

- Avoid clothing with graphics and words that may be offensive to others.
- Clothing should fit correctly and cover all undergarments.
- Although most offices allow students to wear jeans that are neat, clean and free from holes some may require a more professional appearance; if you are unsure, ask.
- Remember offices are professional environments where you will encounter a variety of people, including guests to the university. When in doubt, err on the side of caution.

These guidelines are only a beginning. Take time to discuss what is expected in the department where you work with your supervisor.

Taking Phone Messages

Be sure to get all the necessary information.

- Name
- Phone Number
- Organization Name
- Reason for the Call/Message Routine/Urgent Call

Be sure to repeat all the information, including the spelling of the name, back to the caller to be sure it is accurate. The message should be written legibly. If you were writing fast to get down all the information, you may want to rewrite it before you pass it on.

Department which carries out duties of the former Department of Liquor Control; Connecticut Real Estate Commission; Department of Public Utility

agency or department. (**NOTE:** the same exceptions to the lobbyist gift provision listed above also apply to this gift limitation.)

-acceptance of any fee or honorarium given in return for a speech or appearance made or article written in one's official capacity. (Acceptance of the individual's necessary expenses is permissible, however.);

-interference with or solicitation of lobbying contracts for any person.

Section 1-85 (substantial conflict) and §1-86 (potential conflict) are distinct but related provisions to consider when a possible conflict is identified:

(1) If faced with taking official action which you can expect will directly affect your financial interests, or that of your spouse, dependent child, or an associated business, distinct from others in your occupation or group (e.g., taking official action on the awarding of a contract to a private business you own) you have a substantial conflict of interest under §1-85 and may not act under any circumstances.

(2) However, if your financial interest is shared by the other members of your profession, occupation, or group (e.g., a public official/teacher acting on a matter that will result in a uniform financial benefit to all teachers) you proceed under the rules of §1-86. Specifically: (A) if one is a member of a regulatory agency, one must either be excused or prepare, under penalty of false statement, a written statement (to be placed in the minutes of the individual's agency, copy to the Ethics Commission) describing the potential conflict and stating why, despite the situation, one can act fairly, objectively and in the public interest; or (B) if not a member of a regulatory agency, the individual must prepare a written statement, under penalty of false statement, which describes the potential conflict. The individual must deliver the statement to his or her superior, who will assign the matter to another who is not subordinate to the individual with the conflict. (If one has no immediate superior, deliver the statement to the Ethics Commission for guidance on how to proceed.)

(3) Under §1-86, if the financial effect on you, a family member, or an associated business is insignificant (i.e. less than \$100 in a calendar year), or no different than that of a substantial segment of the general public (e.g., a regulatory official approving an increase in residential electric rates), you may act without having to follow §1-86 procedures.

FINANCIAL DISCLOSURE: Certain public servants in significant positions in the Legislative and Executive Branches of State government and the State's

Control; Department of Motor Vehicles; Insurance Department; State Insurance Purchasing Board; Gaming Policy Board; Division of Special Revenue; and Office of Health Care Access. (Excepted from this prohibition are members of boards, commissions, and quasi-public agencies who receive no compensation other than per diem, expenses, or both, and teaching or research professional employees of public institutions of higher education provided their actions are not otherwise in violation of the Code of Ethics.);

-solicitation or acceptance of anything of value based on an understanding that one's official action will be influenced thereby. (Prohibition applies to candidates and to anyone offering or giving the thing of value);

-entering into contracts with the State valued at \$100 or more, unless the contract has been awarded through an open and public process. (Ban extends to immediate family and associated businesses but excepts executive branch and quasi-public agency officials who receive no compensation except per diem, expenses, or both, unless official has control over subject matter of contract. Contracts of employment as a state employee and contracts made by court appointment are exempt from the provision.) Additionally, no executive head of an agency; no executive head of a quasi-public agency; and no member of such individual's immediate family or a business with which he is associated may enter into any contract with that agency or quasi-public agency;

-acceptance of any gift or gifts from one known to be a registered lobbyist or lobbyist's representative. (Limitation also applies to candidates, immediate family and staff members. "Gift" does not include food and drink totaling less than fifty dollars per person in a calendar year, if consumed on occasions at which the lobbyist, or a representative of the lobbyist, furnishing the food and drink is in attendance. In a restaurant setting, for the exception to apply, the lobbyist must be seated at the same table as the public official during the portion of the drinks or meal for which the lobbyist pays. Among the other items excluded from the term are presents given by individuals incident to "major life events", ceremonial awards costing less than one hundred dollars, benefits costing less than ten dollars per person per occasion up to fifty dollars total in a calendar year, and gifts to the state.);

-acceptance of any gift or gifts from any person doing business with, seeking to do business with or directly regulated by the state servant's

Who are your customers?

Everyone who contacts the department where you work is a customer! This means your customers are students, faculty, staff and members of the community.

It is important that you provide outstanding service to anyone contacting your department. You are often that person's first point of contact with the department or university. They will make a judgment about the university based on their contact with you.

How do you handle a frustrated customer?

STOP- Avoid the temptation to rush to make explanations; take a minute to think before you respond. Also, keep your voice low and calm when you do answer and use the individual's name.

LISTEN- Really listen to what the person is saying. If the problem is complicated, take notes. Don't interrupt, some people just need a minute to vent their frustration, so let them.

PARAPHRASE- Be sure you understand the individual's problem. Paraphrase back what he or she has told you the problem is and ask him or her to clarify, if necessary.

ASK- In a polite way ask the individual what he or she feels would help solve the problem. Don't try to guess what the customer wants. Remember, however, they may be asking for something that is not within your authority to deliver. If the problem is complicated you may need to refer the customer to your supervisor or another authority.

RESOLVE- Make an action plan. Tell the customer how you will help solve the problem. Be sure you are being responsive to the person's needs. If the person feels frustrated because he/she has been transferred several times, offering to transfer the caller to yet another department probably is not an adequate solution. Instead, offer to call the person back personally after you have found the right person to help. If you do not have the authority to resolve the problem let the caller know the name of who you are referring them to. Be sure to give the person you are referring the customer to all the information you have already received from the customer.

DELIVER- Keep your promises. If you told a caller you would call back within 30 minutes, be sure you do that, even if you have to tell the caller you need more time to resolve the problem.

Dear Potential State of Connecticut Employee:

Thank you for considering employment with the State of Connecticut. As an employee for the State, you will be bound by the State Code of Ethics for Public Officials and State Employees. We would like to give you an introduction to this Code as you consider employment with the State. A copy of the Guide to the Code of Ethics for Public Officials and State Employees follows.

Before you accept any employment with the State of Connecticut, you must be aware of the Code and should consider any possible conflict of interests. The principle provisions of the Code are as follows:

- **GIFTS.** In general, state employees are prohibited from accepting gifts from anyone doing business with, seeking to do business with, or directly regulated by the state employee's agency or department or from persons known to be a registered lobbyist or lobbyist's representative.
- **FINANCIAL BENEFIT.** A state employee is prohibited from using his/her office for the financial benefit of the individual, certain family members, or that of an associated business.
- **OUTSIDE EMPLOYMENT.** A state employee may not accept outside employment which will impair his/her independence of judgment as to official state duties or which would induce the disclosure of confidential information. Generally, outside employment is barred if the private employer can benefit from the state employee's official actions.
- **FINANCIAL DISCLOSURE.** Certain state employees are required to file a financial disclosure statement with the State Ethics Commission. This statement will be considered public information.
- **POST-STATE EMPLOYMENT.** There may be post-employment restrictions, known as "revolving door" prohibitions. For example, there are restrictions on accepting employment with a party to certain contracts if you were involved in the negotiation or award of the contract; for one year after leaving state service, you may not represent anyone for compensation before your former agency; certain designated individuals in the State's regulatory agencies may not, for one year after leaving state service, accept employment with any business subject to regulation by their former agency.

Please be advised that this is only a general overview. If you have specific questions about the State Code of Ethics, you should ask for the contact information for the agency's Ethics Liaison Officer or call the State Ethics Commission directly at (860) 566-4472.

Again, thank you for your consideration and best wishes in your job search.

Sincerely,

Governor Dannel P. Malloy

**A GUIDE TO THE
CODE OF ETHICS FOR
PUBLIC OFFICIALS AND STATE EMPLOYEES
2004**

NOTE: This Guide summarizes only the main points of the Code. For the full text, with all conditions and exceptions, consult Connecticut General Statutes, Chapter 10, Part I. For interpretations of the Code contact the Ethics Commission.

WHO MUST COMPLY: All state officials and employees (except judges). **NOTE:** all officials and employees of the State's Quasi-Public Agencies are included in the Code's definitions of "public official" or "state employee", and are subject to the Code. The provisions on the last page apply to former public officials and state employees.

WHAT STANDARDS DOES THE CODE SET: The ethical rules are contained in Connecticut General Statutes §§1-84 through 1-86. Basically, these sections are intended to prevent one from using public position or authority for personal financial benefit. The principal provisions of §1-84 prohibit:

-acceptance of outside employment which will impair independence of judgment as to official duties or require or induce disclosure of confidential information gained in state service. (Generally outside employment is barred if the private employer can benefit from the state servant's official actions. For example, the individual in his or her state capacity has regulatory or contractual authority over the private entity. A state servant is not prohibited, however, from using his or her expertise for private gain, as long as no provision of the Code is violated in the process);

-use of public position or confidential information gained in state service for the financial benefit of the individual, his or her family (spouse, child, child's spouse, parent, brother or sister), or an "associated business" (defined to include any entity through which business for profit or not for profit is conducted in which the state servant, or an immediate family member, is a director, officer or owner) (**NOTE:** There is an exception to this definition, however, for unpaid service as an officer or director of a non-profit entity.);

-representation of another for compensation, or being a member of a business which represents a client for compensation, before: Banking Department; Connecticut Siting Council; Department of Environmental Protection; Claims Commissioner; office within Consumer Protection