



**University of Kentucky
Student Computing Services**

**Student
Consultant
Handbook**

Revised August 2013

The University of Kentucky Human Resources Policy and Procedure Manual is the official document for staff personnel policies. Where the *Policies* allow departments flexibility, this document provides standards and procedures for student employees of Student Computing Services.

Student Consultant Position Description

Student consultants form the backbone of the services provided by Student Computing Services. Patrons' perceptions of Student Computing Services will be based almost entirely upon the service provided by student consultants.

Qualifications: Successful applicants will have demonstrated basic knowledge of at least one computer platform (for example, Windows 7, Mac OS X etc.) and an attitude, which holds the information needs of the patron in the highest regard. Reliability, punctuality, a positive customer-service attitude, and strong teamwork skills are a must. Applicants must have excellent verbal and written communication skills. Applicants must be able to write and speak fluent English. Furthermore, applicants must be willing to commit to continually improving their expertise with the hardware and software supported by Student Computing Services.

Duties: Under the supervision of the Lab Managers, and the Public Services Manager, student consultants:

- Assist patrons in the implementation of their computing needs by providing them with assistance or brief introductory instruction in the use of the hardware and software supported by Student Computing Services. This includes conferring with co-workers (including co-workers located in other labs) and/or making use of electronic or print documentation in order to satisfy patrons' information needs. In those instances when it is impossible to satisfy the information needs of the patron immediately it will be necessary to provide the patron with a referral to another information source. It is required that you follow up with those patrons.
- Serve as Tier 1 help desk support for the SCS Labs. Assist Patrons with their problems, document all help desk assistance properly in ServiceNow and refer calls to upper level support when necessary.
- Ensure that printers are functioning normally and, if not, reporting printing problems promptly by calling Ricoh at 257-9376.
- Ensure that all equipment and software is functioning normally, if not, report it promptly to management through the use of Consult Link.
- Participate in general housekeeping by picking up paper, pushing in chairs, dusting, wiping down tables, cleaning mice and keyboards and making sure that documentation and library materials are returned to their appropriate places.
- Participate in lab security by monitoring the computers and equipment and reporting any suspicious events to full-time staff promptly.

- Read computer lab-related electronic mail lists and SCSLABS listserv daily and respond in a timely manner.
- All regularly scheduled hours should be within one computer lab, we realize there are times when it is necessary for the consultant to schedule hours in two computer labs. Hours should not be scheduled in three labs without first obtaining the Public Service Manager's approval.
- Enforce the policies of Student Computing Services and the *Policy Governing Access to and Use of University of Kentucky Computing Resources*.
- Assist managers and other staff of Student Computing Services in their duties, including but not limited to the general maintenance of computer equipment.
- Perform other duties as assigned.

Wage: Student consultants' starting hourly wage is \$8.50. Raises are based strictly upon positive evaluations and a computer skills test; evaluations are carried out at the end of the spring semester.

Training: As a condition of employment, student consultants are required to attend four training sessions within the first 60 days of employment with Student Computing Services. Not attending student consultant training within that time period after their date of hire will result in the immediate termination of their employment with Student Computing Services. Student consultants may also be required to attend other training sessions as deemed necessary by their managers or other staff.

Student consultants are paid for the time they spend in all training sessions.

Probation: Each new consultant will serve a probationary period of 5 months from the date of hire. At the end of the probationary period, the consultant's job performance and knowledge will be evaluated. Those who do not meet SCS standards will be let go.

Benefits: This job will provide student consultants with a wealth of information, hints, and problem-solving techniques applicable to a wide variety of hardware and software. Student Computing Services can be a valuable source for cultivating references, which may be used to gain future employment.

Employment

Classification: This position is classified as temporary part-time employment. Each consultant is hired on a semester-by-semester basis, based upon funding, staffing needs and job performance.

Employment with Student Computing Services is contingent upon being a full-time student (**as defined by the University Registrar**). If a student consultant drops to a course load less than full-time status, the Public Services Manager must be notified immediately.

Policies and Procedures

Attendance

In order to remain a smoothly functioning department, we depend upon our Student Consultants to work their assigned shifts. Therefore, it is imperative that you conform to the following guidelines regarding attendance.

Punctuality

Punctuality is a must! You may be the only Student Consultant scheduled for several hours, so it is necessary for you to arrive on time to open the computer lab or relieve the person who precedes you in the schedule. Your tardiness could greatly inconvenience another consultant who needs to attend class or has other obligations. If you are scheduled to work with another consultant you are still required to arrive on time, don't assume the other consultant will be there.

If you cannot report to work on time, you must make every effort to notify your Manager, and/or the management staff of Student Computing Services, by phone of your impending tardiness. You must speak to a person not just leave a voice mail message. If you arrive more than five minutes after your shift is scheduled to begin you are considered tardy by SCS department rules.

With regard to recurrent tardiness, the Student Consultant will be subjected to disciplinary action; the action taken will be decided on a case-by-case basis taking into account any mitigating factors and the Student Consultant's work record.

Absences

There are two types of absences: excused and unexcused.

Excused Absences

Documented personal illness or the death of an immediate family member* is automatically excused absences, when you have notified the staff prior to the start of your scheduled shift. If at all possible, please be considerate by phoning your manager as far ahead of time as possible so that a replacement for your shift (s) may be found. You must provide a minimum of 60 minutes notice.

An absence is also considered excused when you have gone through the procedures out-lined in the "*Substitutions*" policy of this document and have obtained a replacement for your regularly scheduled shift or a shift that you have previously agreed to accept as a substitute.

Unexcused Absences

Unexcused absences occur when you do not show up for your shift and have made no effort to contact us regarding your impending absence. If you call in sick less than 60 minutes before your shift is scheduled to begin, this will be considered an unexcused absence.

In accordance with *University of Kentucky Human Resources Policy and Procedure Manual*, you are subject to disciplinary action if you do not report to work within the first fifteen minutes that your shift is scheduled to begin. If you don't call in and you don't show up for work, (known as "No Call, No Show") you will receive an oral warning first instance, written warning second instance, termination third instance.

*The *Human Resources Policies and Procedures Administrative Regulations* considers "immediate family members" to include parents, grandparents, siblings, spouses, children, and legal dependents.

Job Abandonment

Policy

Some Student Consultants in the past have chosen to simply stop coming to work instead of giving proper notice. This is called job abandonment. Job abandonment is defined in the *University of Kentucky Human Resources Policy and Procedure Manual* as follows:

A staff employee who is absent from work without proper notice to the supervisor for three (3) consecutive working days (shifts) will be considered as abandoning the job and may be separated from employment as a voluntary quit without notice.

For the purposes of your employment with Student Computing Services, the aforementioned three consecutive working days are equivalent to three consecutive, regularly scheduled shifts at the lab or labs at which you normally work.

Job abandonment is cause to indicate on your separation form that you did not leave the University of Kentucky's employ in good standing. This could prevent you from obtaining employment (including regular, full-time positions) from any department at the University of Kentucky in the future.

Failure to Give Proper Notice

Some Student Consultants in the past have dropped all of their hours without having given proper notice, leaving their Managers and co-workers in the difficult position of hurriedly having to find replacements for their shifts.

Failing to give proper notice will be noted on your separation form, which may prevent you from being able to obtain employment with any department within the University of Kentucky in the future. You must give a minimum of a two week notice, (14 days) when you plan to leave SCS employment. You are required to work all your scheduled shifts during the two week notice. Please give written notice to your Lab Manager and the Public Services Manager, your notice will begin the date we receive written notice. You must return the badge which was issued to you and complete separation paperwork. If you do not complete all of these steps, you have not given proper notice. You are not allowed to substitute for another consultant during your notice period.

Sleeping

Sleeping while on duty is grounds for immediate dismissal. Consultants are responsible for the lab and lab security and assisting patrons while they are on duty. **Any consultant found sleeping while on duty will be immediately terminated.**

Disciplinary Action

Student Computing Services will adhere to the policies and procedures relating to disciplinary action as detailed in the *University of Kentucky Human Resources Policy and Procedure Manual*.

As proscribed in this manual, the steps of the disciplinary process for job-related conduct include, but are not limited to:

1. Oral warning. A written record of the warning will accompany the oral warning.
2. Written warning. Your manager will sit down and discuss the problem with you, you will receive a written record of the warning.
3. Reduction of hours or suspension, possibly resulting in separation from employment from the University.

Please note, however, that the severity of the act in question may warrant taking the disciplinary process to a more advanced level immediately. Copies of all disciplinary actions will remain in the employees personnel file for the duration of your employment with SCS and will be reviewed if you wish to be rehired after separation.

Breaks-Meals

All employees are entitled to a fifteen-minute break for every **four** consecutive hours of work. *These are paid breaks.* A break cannot be saved for use during a later work session, added onto a meal break, taken during the first fifteen minutes of a work shift, or taken during the last thirty minutes of a shift. Breaks should be taken in the middle of the shift. If you work less than a four hour shift, you cannot take a break during your shift.

All employees are required to take a thirty-minute meal break for every **5.25** or more consecutive hours of work. *This is not a paid break.* Meal breaks may not be used to come in late or to leave early during the scheduled work period.

Your supervisor will schedule your meal break(s) during your shift. In addition, let your co-workers know when you are going on a meal or fifteen minute break. When no supervisor is present, you and your co-workers must work together to schedule your breaks to ensure there are as few interruptions in service as possible. When/if there are two consultants on duty, both consultants cannot take a break at the same time.

Dress Code

Student Computing Services is a public service department and as such, student employees are asked to observe the following dress code. You must wear your identification badge while on duty. Student Computing Services wishes to convey to our patrons a professional atmosphere at all times. The way we dress influences this perception in our patrons' minds. The following are guidelines for proper dress when you are working:

1. In general, clothing should be neat, tidy, and fall into "general academic service unit" standards. For instance while shorts are acceptable, short shorts are not acceptable; holes in clothing, clothes displaying vulgar, obscene, or culturally offensive language or graphics are inappropriate. Your Manager will establish the standard and has the authority to ask you to leave work if your clothing is considered to be inappropriate.
2. Shorts and skirts should be professional looking, i.e., khakis. Shorts, pants, skirts and shirts should be hemmed and should contain no large, gaping holes.
3. Tank tops, muscle shirts, spaghetti straps, strapless and sleeveless shirts are not acceptable, unless covered by another shirt with sleeves. Midriff baring shirts and pants are unacceptable.
4. Casual, dress, and tennis shoes are allowed. Shoes must be worn at all times.

Identification Badges

When you are initially hired or if you change positions, a Staff Assistant will prepare an identification badge for you.

Refusal to wear the SCS badge and lanyard is grounds for dismissal. Consultants who consistently do not wear their badge while on duty will be subjected to disciplinary action up to and not excluding termination.

Identification badges should be worn on the lanyard provided. It is imperative that you wear your identification badge to ensure our patrons can immediately recognize you as an employee of Student Computing Services. By wearing this badge you are indicating to our patrons that you are at work and are ready to answer their questions.

Evaluations

Student Computing Services, in an effort to maintain knowledgeable and competent Student Consultants, will evaluate the performance of each Student Consultant at the end of the spring semester. Any records of disciplinary action or letters of praise received during the evaluation period will be reviewed and may affect the final evaluation score.

These evaluations will become part of your personnel file with Student Computing Services. They will be used in order to determine your rehire status after the end of each semester. Furthermore, they may be used whenever you ask for recommendations from any Student Computing Services' staff.

Only authorized personnel will have access to your evaluations.

Please note that no matter whether your evaluation is positive or negative, you may always submit documents, such as letters of praise, for inclusion in your personnel file with Student Computing Services.

Procedures

1. The Lab Managers will conduct evaluations. You will be evaluated according to the criteria appearing on the "Student Evaluation Form" and the score you receive on your computer skills test.
2. Each Manager will go over your evaluation with you. Both you and the Manager will sign the evaluation, thus indicating that both of you agree with the evaluation's content.
3. If you do not agree with the evaluation as completed by your Manager, you are welcome to attach a letter of defense to your evaluation.
4. Unsatisfactory evaluations will result in the consultant not being re-hired for the following semester.
5. The numeric score, which you receive on your evaluation, will be used to determine the amount (if any) by which your hourly wage will be increased. The Manager of Student Computing Services will determine the specific amount of the raise. You must have begun employment with SCS prior to 1 February of the Spring Semester in order to be eligible to receive a pay raise 1 July of that year.
6. In order to achieve uniformity between evaluations carried out by different Managers, the Public Services Manager of Student Computing Services will review all evaluations.

Raises

Student Consultants are hired initially at the pay rate of \$8.50 per hour; however they have the opportunity to increase the amount of their hourly wage through successful evaluations and scores on the computer skills test. The numeric score which Student Consultants receive is tied into the amount per hour their hourly wages are raised. The Manager of Student Computing Services determines the amounts by which Student Consultants hourly wages can increase. Raises will become effective during the next fiscal year, which begins 1 July. A Student Consultant must have begun employment prior to 1 February in order to be eligible to receive a raise 1 July.

Head Phones-Cell Phones

Consultants are **NOT ALLOWED UNDER ANY CIRCUMSTANCE** to use headphones or cell phones while on duty.

Game Playing

All student employees will abide by the same policies as patrons. Since it is a violation of Student Computing Services' "General Policies" to play games, any student employee found to be in violation of this policy, will be subjected to disciplinary action, which includes but is not limited to a written warning. This includes computer games obtained from the Internet, flash games and/or handheld electronic games. Watching Internet movies while on duty is also not allowed.

Help Desk Computers

Just as with lab computers, it is against policy to install any type of software on the Help Desk computers. Consultants should refrain from storing files on the Help Desk computers. Software from other labs must not be installed on the Help Desk machines. Any consultant or manager caught revealing or attempting to circumvent SCS security measures will be subjected to disciplinary action up to and including termination.

Equipment Removal and Lab Security

Lab Consultants are responsible for the Lab and the equipment while on duty. If anyone comes to your lab and begins to tamper with or remove equipment, ask to see their identification badge or staff I.D. All Student Computing Services and Communications staff members have identification badges, and will be happy to show them to you upon request. If the person will not show you an identification badge, do not permit that person to continue to tamper with the equipment. Notify a supervisor immediately, and, if necessary, call Campus Police (257-1616). Be aware of the patrons who enter or leave the lab. Report any suspicious activities to your lab manager or a full-time staff member. **Do not leave the lab unattended without speaking to your manager or a full-time staff member.**

Food and Beverages

No Food or Beverages are allowed while on duty. If you work a four (4) hour or longer shift you are permitted a fifteen minute paid break. Please use your break time if you wish to have a snack outside the lab.

Disciplinary action will be taken if a consultant is found with food or beverages of any type while working on duty in the computer lab.

Do not have food or beverages (e.g., pizza, sub sandwiches, hamburgers) delivered, or bring them with you to the computer lab. Check with your manager for the appropriate place near your lab where food may be consumed during your breaks.

link blue Account Access

In line with your duties as a Student Consultant, your link blue account will require additional access other than that normally given to patrons.

The Public Services Manager will only honor requests for changes to accounts submitted by Lab Managers.

Lab Hours

Student Computing Services has posted lab hours for all the computer labs. As a student consultant you are responsible for opening or closing the lab at the stated time. Please do not extend the posted hours without permission from your Manager or the Public Services Manager. Do not open the lab for your personal use after the stated closing time.

Consultants who obtain the keys to open the lab for personal use after posted closing times will face disciplinary action up to and including termination.

Lab Key Information

If you have questions about opening and closing a computer lab, please consult the Key Info and the Opening and Closing Procedures on Consult Link to ensure that the lab is opened and closed in the proper fashion. The key procedure outlines the location to pick up the lab key to open the lab. Key procedures are different for some of the computer labs. The location to pick up the key will be specified. You must have a picture ID, and in some cases sign the key out.

Computer Lab-Related Electronic Mail Lists and SCSLABS

Student Computing Services comprise thirteen computer labs distributed throughout the Lexington campus of the University of Kentucky; we employ approximately 75 student workers per semester. Because we are such a large organization, we need a way of distributing information to you quickly and efficiently.

At Student Computing Services, we use electronic mail lists to distribute information to you. Not reading or ignoring your electronic mail could cause you to miss important changes in Student Computing Services' policies and procedures, updates, news, etc.

It is a condition of your employment with Student Computing Services, to read all of the electronic mail sent to you by the electronic mail lists and respond in a timely manner if necessary. You are expected to read your e-mail daily. Use of profanity or negative attacks when replying to or sending electronic mail will not be tolerated.

Procedures

Each computer lab has an electronic mail list. Your Manager(s) will use these lists to distribute information to you regarding software additions or upgrades, changes in policies and procedures, things to watch out for during your shift, etc. You can use these lists to post questions to your colleagues. Do not forward e-mail from SCSLABS or any of the lab lists to anyone who is not employed by SCS. **These listservs are for SCS employees only.** Please clear any non-work related posting with the Public Services Manager first.

To distribute a message to all of the consultants at your computer lab, send electronic mail to the electronic mail list (listed below) for your lab.

<i>Computer Lab</i>	<i>Electronic Mail List Address</i>
Agriculture	lab-ag@lsv.uky.edu
Architecture/CAD Lab	lab-arch@lsv.uky.edu
Business and Economics	lab-beic@lsv.uky.edu
Civil Engineering Lab	lab-civ-ah@lsv.uky.edu
Fine Arts Lab	lab-finearts@lsv.uky.edu
Journalism and Telecom. Lab	lab-jat@lsv.uky.edu
King Science Computer Lab	lab-king@lsv.uky.edu
Mechanical Engineering Lab	lab-mech@lsv.uky.edu
Nursing Lab	lab-nursing@lsv.uky.edu
Young Library Labs	lab-young@lsv.uky.edu

SCSLABS comprises all of the smaller electronic mail lists. Information regarding changes in policies and procedures for all of Student Computing Services, software additions or

upgrades at all of Student Computing Services, etc. will be distributed via SCSLABS. You can also use SCSLABS to post questions to all of the student workers of Student Computing Services, or you can use it to post substitution requests if you cannot find anyone who is regularly scheduled at your primary computer lab to work for you.

To distribute a message to all of the student employees of Student Computing Services, send electronic mail to SCSLABS@LSV.UKY.EDU. Contact your Manager via electronic mail to be added to your computer lab's electronic mail list.

Non-Work Related Activities

Because Student Computing Services are a public service unit, Student Consultants must be ready at all times to give their full attention to the patrons who approach them for help.

Therefore, while on duty, Student Consultants **are not** permitted to engage in activities that would otherwise prevent them from effectively interacting with patrons. Examples of such activities include:

1. Listening to music either through the speakers or through headphones.
2. Viewing television, including broadcasts or videocassettes;
3. Lengthy conversations (more than 2 minutes duration), conducted either in-person or over the telephone with friends, or guests;
4. Game playing (which is a violation of Student Computing Services' "General Policies");
5. Watching Internet movies and/or video files.

Student Consultants are permitted to take the steps necessary to successfully resolve patrons' problems, such as when it might be necessary to assist a patron who is having audio problems with a computer, or who requires assistance operating video equipment.

Probation

Each new consultant will serve a probationary period of 5 months from the date of hire. At the end of the probationary period, the consultant job performance and knowledge will be evaluated. Those who do not meet SCS standards will be terminated. Consultants who do not strive to increase their knowledge of SCS software and hardware and/or perform their job duties or follow SCS policies and procedures during their probationary period can be let go at any time during the probationary period.

Overtime

Student employees are not allowed to schedule regular work hours exceeding twenty-five hours per week for Student Computing Services, without the Public Services Manager's approval.* The University policy says that each non-exempt employee should only work a total of forty hours per week. Any hours over forty are considered overtime. The weekly total should include not only the time during which you work for Student Computing Services, but also any other time accrued through employment with any other department(s) at the University of Kentucky. This weekly total should not exceed forty hours for all your places of employment.

Additionally, student employees who have come to the United States on an F-1 or a J-1 visa are restricted to working twenty hours per week total in all of their places of employment when they are taking a full-time course load. Specific documentation must be on file with Student Computing Services stating they have approval before they can exceed twenty hours.

Consultants are allowed to work up to a maximum of 35 hours per week during the Summer Sessions and Winter Break Sessions only. Please see the "*Hours of Work*" section in this manual for complete rules.

Student employees are responsible for ensuring that they are in conformity with the limits set on the number of hours they may work per week. Violation of the aforementioned policies could lead to disciplinary action.

Returning to Student Computing Services After an Extended Period of Time

Please note that if you leave the employment of Student Computing Services for an extended period of time (for example, during the summer), you are separated from employment by Student Computing Services.

Assuming that you left Student Computing Services and any other places of employment at the University in good standing, and that you satisfy the requirements of the "*Scheduling*" policy of this document, Student Computing Services may rehire you.

You must fill out new paperwork in the main office, of Student Computing Services and be added to Student Computing Services' payroll again before you can report to work.

Former consultants who are re-hired will be re-instated at their last pay rate or the newest starting wage, whichever is greater.

*The workweek at the University of Kentucky runs from Sunday through Saturday.

Rehiring

All Student Consultants are hired by Student Computing Services on a semester-by-semester basis, contingent upon positive evaluations, job performance and/or funding. Some behaviors, including though not limited to the following, are undesirable in a Student Consultant; if several undesirable behaviors are listed on a Student Consultant's evaluation, or noticed by managers, they may constitute grounds for the Student Consultant not being rehired in subsequent semesters:

1. Not wearing identification badge while on duty.
2. Rudeness to patrons and/or being loud and disruptive while on duty.
3. Use of profanity or other offensive language in front of patrons and staff or in email.
4. Chronic lack of attentiveness or helpfulness in satisfying patrons' information needs.
5. Sleeping while on duty is grounds for immediate dismissal.
6. Neglecting duties and failing to follow established procedures.
7. Not appearing for scheduled shifts, and/or tardiness. Excessive requests for substitutions and/or excessive absences.
8. Failure to work scheduled hours during finals week or failure to obtain subs during finals week shifts and for regular scheduled shifts you are unable to work due to schedule conflicts.
9. Dereliction of duty.
10. Not attending Student Computing Services' mandatory consultant training.
11. Lack of cooperation with co-workers and staff.
12. Insubordination to Managers and staff of Student Computing Services.
13. "Camping Out": while on duty, the Student Consultant moves to a remote area of the lab in order to avoid being seen by patrons.
14. Failure to post impending absences to computer lab-related electronic mail lists or SCSLABS with sufficient time to allow for finding a replacement, barring unforeseen emergencies or sickness.
15. Reluctance or refusal of the Student Consultant to continually augment his/her knowledge of hardware and software supported by Student Computing Services.
16. Approving timecard late or recording inaccurate or false information on timecard.
17. Other violations of the *University of Kentucky Human Resources Policy and Procedure Manual*.

Procedures

1. Evaluations of Student Consultants will be conducted near the end of the spring semester.
2. If appropriate, a recommendation that a Student Consultant should not be rehired will be made to the Public Services Manager of Student Computing Services by a Lab Manager. Though the Managers may make recommendations, the Public Services Manager of Student Computing Services ultimately has the decision regarding the rehiring of Student Consultants.

Scheduling

Supplying your Managers with accurate information regarding your scheduling needs contributes to how smoothly Student Computing Services are able to function throughout the semester.

By adhering to the following procedures, you will help to ensure that the schedule of your computer lab will not be interrupted by sudden changes in personnel.

Procedures for Adding Hours

1. Managers will either verbally or via electronic mail, list open available hours at their respective labs.
2. Student Consultants will respond to the Managers with information regarding their academic and personal schedules.

When you make out your schedules, please make sure that you have not overextended yourself. Be conscious of the time you need to study and to socialize. It is extremely inconvenient for your co-workers and your Manager to rearrange the schedule once it has been created because you took on more hours than you could handle.

After you have accepted hours at a Computer Lab, you cannot drop those hours to take hours at another lab.

When you submit your schedule, you must take into account the following restrictions:

- a. SCS prefers that all hours worked by a Student Consultant be worked within one computer lab only. The lab at which the Student Consultant works the majority of his/her hours is called his/her *primary* lab.

A Student Consultant will be permitted to work at another computer lab, referred to as a *secondary* lab, only under the following circumstances:

- The shift that the Student Consultant will fill will complete the secondary lab's schedule.
 - The number of hours the Student Consultant will work at the secondary lab must not exceed the number of hours that he normally works at his primary lab.
- b. Student Consultants must work a minimum of eleven hours per week.
- c. By federal law, students working under an F1 or J1 visa are restricted to working twenty hours *total* in all of their work units when they carry a full-time course load. Some students, though, have work permits, which allow them to work over this amount. Student Consultants working under F1 or J1 visas who are permitted to work over twenty hours per week must provide a written copy of this authorization to the SCS Staff Assistant.
- d. Student Consultants are responsible for communicating the information regarding the maximum number of hours they may work to their Managers.
3. The Managers will then formulate schedules for their respective labs. Managers, in making the schedule, *may* take into account (though are not limited to) Student Consultants' seniority, evaluations, and hours worked at other labs. The Lab Manager and the Public Services Manager have the final say over who receives or doesn't receive hours in a particular computer lab. A manager can choose not to place a consultant on their lab schedule for any of the reasons including but not limited to those listed under "*Rehiring*".

Note: During finals week, you are responsible for working the same hours as in your regular weekly schedule for the semester. A temporary schedule for finals week *may* be arranged by your Manager to accommodate your finals schedule OR you may be asked to request a substitute for any shifts you cannot work. Failure to work all of your scheduled hours during finals week can prevent you from being rehired by Student Computing Services.

If you are scheduled to work during holidays when residence halls remain open (Labor Day, Martin Luther King Day, Memorial Day, Fourth of July, etc.) you will be required to work as scheduled or you must find a substitute. During the holidays when some labs are closed (Spring Break, Thanksgiving, etc.), the lab managers may create a Holiday Schedule. It is your responsibility to verify when the regular schedule will resume and you are required to work. Consultants are allowed to work up to a maximum of 35 hours per week during the Summer Sessions. Please see the "*Hours of Work*" section in this manual for complete rules.

3. A printed version of the completed schedule will be posted at each computer lab one week before it is to take effect.

Procedures for Dropping Hours

1. Inform your Manager that it will be necessary for you to drop some of your hours.

You should drop hours only for the most serious of reasons. Examples of such reasons include:

- The amount of preparation necessary for your academic coursework is greater than you anticipated at the beginning of the semester when you first gave your Manager your schedule.
- Regular medical doctor's appointments or other health-related reasons. You will need a written, signed statement from your physician.
- You may absolutely not drop hours at one Computer Lab to take hours within another Computer lab during the semester. You cannot pick up hours within another lab and then drop hours you currently have.

Furthermore, if you drop hours because you wish to seek employment within another department on campus, or with another employer, Student Computing Services are under no obligation to ensure that hours will remain for you if you choose to return to work with us. You must give two weeks' notice. Please see the section of this handbook on "*Failure to Give Proper Notice*"

Be prepared to answer any questions your Manager may have regarding the reasons you are dropping hours.

2. Your Manager must approve any permanent changes in your regular work schedule. Only the Manager of the particular lab in which you wish to change your hours may change that lab's schedule; a Manager from another lab does not have that authority.
3. You are required to cover your shift until your Manager fills that shift.

This implies that you must use judgment and forethought before you drop hours in any of Student Computing Services, as you will be held responsible for covering the hours you drop until a replacement is found.

Separation

Procedures

Before you leave the employ of Student Computing Services, it is expected that you will notify your Lab Manager and the Public Services Manager at least two weeks (14 days) before you must terminate your employment. You must give the proper two-week notice to leave the University's employ in good standing. Your two week notice will begin the date we receive your written notice.

After you give notice to your Lab Manager, you must complete a separation form in the SCS office, B-24A William T. Young Library. **Please note, you are not allowed to substitute in any lab during the one week time period prior to your last day worked.**

When you separate from Student Computing Services, you are responsible for returning any equipment, keys and/or SCS badge distributed to you as listed on your "Disbursal Record." Additionally, you must show proof that the equipment and/or SCS badge were returned, either through your supervisor's verification or by means of a receipt.

In the case of keys, Student Computing Services would prefer that Student Employees return keys directly to the key shop of the Peterson Service Building and submit the receipts to the Staff Assistant. However, Student Consultants may instead choose to forfeit the deposit they placed on the keys and turn them in to Student Computing Services' office. Your special access on linkBLUE and your Consult Link account will be deleted immediately after your last working day.

Substitutions

Procedures

Because of the large number of Student Consultants working for Student Computing Services, your Managers cannot find replacements for you. The following instructions detail the steps you must take in order for your impending absence to be considered by management for possible excused status. Also see the section in this manual concerning "*Hours of Work*". Please keep in mind that if you request a large number of substitutes for your shift and/or have excessive absences, we reserve the right to find someone else to work that shift and/or terminate your employment.

1. You must request a substitute for your shift by completing the substitution form on Consult Link.
2. It is preferable that the substitute you find to cover your shift be a regularly scheduled Student Consultant at the lab for which you need to request the substitution. They must be a current employee of Student Computing Services.
3. When another Student Consultant has agreed to take your hours, both you and the Student Consultant who is replacing you must confirm the substitution by completing the Consultant Substitution forms available on Consult Link. The manager will send an email approving the sub after receiving both the Accepting and the Offering Substitution forms. **The Substitute must be able to work the entire shift not just part of the shift.** This step is meant to protect you in case the person who agreed to cover your shift does not show up. Also, this allows the Manager to know exactly who is working at the lab at any given time. The Substitution form will be used as a record of the substitution when timecards are verified.
4. If you still have not found anyone to cover your shift within twenty-four hours of the shift you must miss, and the Manager deems the absence to be of sufficient importance to warrant intervention, then the Manager has the option of finding a replacement for your shift. However, this option will be exercised only in the rarest of cases.
5. Unless all of these procedures are followed exactly, the Student Consultant will be held responsible for covering the shift.

When you agree to substitute for another consultant and you inform the manager that you will work that shift, you accept responsibility for working the entire shift. It is your responsibility as the accepting consultant to review Consult Link to find information concerning the opening/closing procedures for the lab where you will be substituting and to follow the "*Hours of Work*" and "*Overtime*" policies as written in this manual.

If you agree to substitute for another consultant and you fail to show up and work the shift, you will be subjected to disciplinary action as outlined under the section "*Absences*".

Kronos

General Information

Kronos is the University's online payroll system. The Kronos login screen can be found via the following web address:

<http://kronos.facilities.uky.edu/wfc/logon>

All Consultants are required to record a time stamp when you arrive and when you leave.

All time stamps must be made from the help desk computer in the lab or from the computer located in the data center. When recording a time stamp for the beginning of your shift it is required that you select the lab location for tracking and billing purposes. You DO NOT select the lab when recording a time stamp for the end of your shift.

If in the event you miss a time stamp or there is an issue with your timecard you must email your manager to have it corrected.

Deliberately falsifying the information recorded on your timecard is grounds for immediate dismissal. Entering a time stamp from an electronic device other than the above approved computers is unacceptable and disciplinary action will be taken.

Procedures -

Time Stamp / Beginning of shift

1. Login to Kronos
2. Click on the "My Information" tab and choose "Time Stamp"
3. Choose the lab you are working in from the "Transfers" drop down box
4. Check mark "Log off after stamping"
5. Click "Record Time Stamp"

Time Stamp / End of shift

1. Login to Kronos
2. Click on the "My Information" tab and choose "Time Stamp"
3. Check mark "Log off after stamping"
4. Click "Record Time Stamp"

Approving your timecard

Timecards **MUST** be approved. If you do not approve your timecard, your manager will not approve your timecard and you cannot be paid. Timecards must at minimum be partially approved by 5pm on Thursday of the second week of the pay period. It is your responsibility to make sure your timecard is approved on time. If you do not work on Thursday then you can partially approve your timecard on your last scheduled shift for that week. At the beginning of the new pay period you will return to the previous pay period which just ended and do a full approval of your timesheet. Instructions will be provided by your manager to partially approve or fully approve your timesheet and are available on ConsultLink.

Note: Student Computing Services will not process unapproved timecards. If you do not approve your timecard, the Managers and Public Services Manager are under no obligation to track you down; you will also not be paid until the next pay period.

1. Login to Kronos
2. Click on the "My Information" tab and choose "My Timecard"
3. Verify that all of the time stamps, transfers, and hours are correct. If they are not then contact your manager immediately for corrections.
4. Click on "Time Period," choose "Range of Dates." Enter the date range for the time period you need to partially approve. Click on "Approvals" then "Approve"

Full instructions for using Kronos are available on ConsultLink. If you have questions, please see your manager.

Hours of Work

In addition to the rules outlined under the section "*Overtime*", Student Computing Services also has implemented the following policies regarding the hours you may work as a student consultant. Consultants are allowed to work a maximum of 9.5 hours in one 24-hour period. Student Consultants are limited to working a maximum shift of five (5) hours from 8am-midnight, Sunday-Saturday. **If your shift begins at midnight in a 24-hour lab you may work 7.5 hours from midnight until 8am with the manager's prior approval, this is the only exception to the policy and the shift must begin at midnight not before.** The Public Services Manager must also approve the schedule in advance. You will be scheduled for a 30 minute unpaid meal break if you work a 7.5 hour shift.

If you work two shifts during the same 24-hour period, **there must be a minimum of 60 minutes between the end of one shift and the beginning of the next.** When you substitute for another consultant you are expected to follow the "*Hours of Work*" and "*Overtime*" rules.

Paychecks

General Information

All Consultants are required to sign up for direct deposit.

You can view your pay statement online. Log in to MyUK using your linkblue Account information. Click on Employee Services, Click on Benefits and Services, Click on Pay Statement. Please verify that all information is correct.

Verify that you have been paid correctly for the number of hours you worked.

You have ten business days from the pay date to submit corrections. SCS will not be able to process corrections after those ten days.

If you have questions, or if there is a discrepancy, please bring any necessary documentation with you to the Main office in B-24A W.T. Young Library.

Network and Servers

If there is a network or Server Emergency after 5pm or on the weekends, please call the Network/Server Emergency number at 218-4357. Weekdays between 8am-5pm report the problem to your manager or the SCS main office number at 257-9296.

Software

You will find a list of the software installed on SCS computers at

http://enos.gws.uky.edu/software_database/index.php

You can search for software by lab or by software title.

Questions

If you have any questions about this handbook or any SCS policy or procedure or if at any time you are unsure how you should handle a particular situation, please contact your lab manager. If your manager is not available, please contact a full-time lab manager or a SCS staff member and/or call the main office number at 257-9296 Monday-Friday between 8am-5pm. After 5pm, contact the on-call manager listed on Consultlink.

General Information

***Student Computing Services
Computer Labs***

Agriculture –Engineering Lab

Room N24E,
Ag. Science Center North
257-2599

King Science Lab

Room 213,
Margaret I. King Library
257-6100

Architecture/CAD Lab

Room 003
(Basement), Pence Hall
257-7609

Mechanical Engineering

Rooms 114 and 111
R. G. Anderson Bldg
257-6336 x80636

Business and Economics Lab

Room 100,
Business and Economics Building
257-5663

Nursing Lab

Sixth Floor,
College of Nursing Bldg
323-4233

CARES Lab

Room 129,
McVey Hall
323-6347

Young Computer Labs

Room B-28 and B-50 (Basement) Young
Library
257-1070

Civil Engineering Lab

Room 228,
Civil Engineering Building
257-8198

Fine Arts Lab

Basement of Lucille Little Fine Arts Library
257-3015

***Journalism and
Telecommunications Lab***

Room 52,
Grehan Journalism Building
257-9352

Full-Time Staff Members

Peggy M. Akridge

Manager, Student Computing Services
B-24 A Young Library
257-6191
peggy@email.uky.edu

Teresa McIver Linton

Public Services Manager
B-24A Young Library
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Jeff Angel

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Coordinator
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Jason Ullstam

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Casey Hutchinson

System Administrator - Mac
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