**Work-study Policy and Procedure**

1. Daily Policies
   1. Show up On Time.
   2. Treat yourself and others with respect.
   3. Always lock the helpdesk computer whenever left unattended.
   4. Ask Questions
   5. School Comes First
   6. No headphones during shifts.
2. Timesheets
   1. Record time via timesheet.
   2. Timesheets will be required one day before they are due to Human Resources. (Please see pay schedule for when time sheets are due)
3. Time off
   1. Request 24 hours prior to shift via call or email
   2. Also, advertise your time off so others have the opportunity to fill in for you
   3. No Call No Shows will count as three strikes (See strike policy below)
   4. Contact as soon as possible if Ill or unable to work due to schoolwork.
4. Phone Usage
   1. Button Use
   2. How to handle a call
   3. Voice log system
   4. Troubleshoot as far as possible
   5. Answer all calls within 4 rings
   6. Provide holds and callbacks as necessary
5. Cleanliness
   1. Please keep helpdesk clean at all times and thoroughly clean the workspace before and after your shift.
   2. If you use equipment, cables, etc., please put them back in their original location.
   3. Make sure all equipment is put back where it belongs at the end of the day.
   4. Do not leave anything out on the helpdesk when unattended.
6. “Three Strike Policy”
   1. Violations of the Student Employee Agreement will result in one strike.
   2. Strikes reset per year.
   3. Three strikes will result in a written warning and may escalate.
7. Zero Tolerance
   1. There is a Zero Tolerance policy for all items below:
      1. Dishonesty
      2. Theft
      3. Verbal or Physical Abuse to another student, employee, or supervisor.
      4. Abuse to Paul Smith’s College Equipment or Property
      5. Excessive failure to attend classes
      6. Falsifying timesheets
      7. Violation of the college’s drug-free Alcohol-free work place policy.
8. Sysaid
   1. Always put in a ticket for any work done.
   2. Any tickets that you work on must be assigned to Help Desk
   3. Leave notes with initials at end ex. “-MB”
   4. Make sure any ticket you close is assigned to Help Desk before closed
9. Documentation
   1. Document any work done on any School or School provided computer.
   2. Do not work on student laptops.
   3. Write down EVERYTHING.
10. Unassigned Tickets
    * 1. Do not assign unassigned tickets. The PC Technicians will be in charge of delegating any tickets assigned to “None”.
11. Laptops that come in
    1. Hardware Related Issue w/ Personal Devices (Students OR Faculty/Staff)= DON'T TOUCH
    2. Hardware Related Issue w/ PSC IT Approved Devices (Faculty/Staff ONLY)= OK
    3. Software Related Issues w/ Personal Devices (Students OR Faculty/Staff)= DON’T TOUCH unless using “Under 5 Rule” – If you are able to look at the device and solve the issue in under 5 minutes, you may work on the device.
    4. Software Related Issues w/ PSC IT Approved Devices (Faculty/Staff ONLY) = OK & Put a ticket into Sysaid
    5. **When in doubt, always ask!**
12. New Work Study Training Program
    1. Attend Weekly Meetings with the Student Employee Supervisor and other Work Studies
    2. Complete Tasks Assigned to you in Canvas **During Work Hours**
    3. Participation is required from all Work Studies
13. Tracking Phone Calls, Tickets, and Walk ins.
    1. Record all phone calls, tickets, and walk ins daily.
    2. At the end of each work week, if you have the final shift of the week, report all totals for the week (Calls, Walk-ins, and Tickets) to the Student Employee Supervisor via Email.