General Rules and Policies for Print Shop Student Assistants

1. Customer Service is one of our top priorities. SMILE 😊 and be enthusiastic.

2. Must report to the Print Shop Coordinator at the beginning of each of your shifts and clock in. You must also clock out at the end of your shift.

3. Do not take your personal car to any appointment on campus (unless requested by your supervisor)

4. You must remember that the time you are scheduled to work is work time; it is not a time to plan to study, see friends, make plans for the weekend, etc.

5. During your shift in the Print Shop, the following should be done at a minimum:
   a. Place your name plate on the desk
   b. Consistently check the Print Shop email account
   c. Thoroughly read all emails and Print Requests
      i. Color coding the job notes
      ii. File the emails appropriately
   d. Prioritize jobs appropriately
   e. Keep the work areas neat and clean
   f. If your shift is ending and you have an open job, be sure to clearly document what has been accomplished thus far so that the person relieving you can pick up where you left off without question.
   g. When supplies or paper is delivered, remove the packing slips, place them in the Coordinator’s inbox, and then place the supplies or paper in their designated areas within the Shop (put it away!)
   h. When supplies are low, it is essential that you notify Sue!
      i. Notification should be made when there are:
         1. 1 case of color copy paper
         2. 2 toner cartridges of the same kind remaining
         3. 3 reams of colored paper
         4. 4 cases of regular paper

6. Never allow anyone to use your key to enter the Print Shop or leave the area open for friends to have access. No one other than Print Shop Student Assistants and staff should be in these areas after hours, even if you are with them.

7. The use of the staff computers in the Print Shop will be monitored regularly. Only Print Shop staff and student assistants should have access to these systems. The only computer that the public can use is the public computer up front.

8. Print Shop Student Assistants are allowed to use the equipment for personal academic purposes only. Printing in B&W only is permitted – color printing must be done in the labs or be paid for in the Print Shop. These jobs should only be done during normal work hours (but not during your scheduled shift). These jobs also can only be done when the machines are not in use for production jobs.

9. If you need to leave the Print Shop to use the restroom or for any other reason, it is imperative that you let your supervisor know that you are stepping out and when you plan to return. Once you are clocked in, you should not leave the shop without letting the Print Shop Coordinator know where you are going and why. NEVER leave the shop open and unattended for more than 5 minutes.

10. At the end of the day, please be sure to complete the following:
    a. Power down all of the equipment (make sure all of the finishing equipment is also OFF)
    b. Lock all computers (power off on weekends)
    c. Power off the cash register
    d. Close the blinds
11. Let your supervisor know as far in advance as possible when you will need to be excused from work. The only reason that should be a last minute excuse is if you are sick.
   a. Even then you are expected to contact your supervisor prior to the time for you to report for work.
   b. We understand that emergencies do arise; however, we do expect you to try your best to reach us as soon as possible.
   c. You can reach your supervisor on their cell phone. **You should place your supervisors’ cell phone number in your phone.**
   d. If you do not call within an hour of when you are supposed to be at work, it will be considered an unexcused absence regardless of the reason.
   e. You will be excused from work for one of the following reasons:
      i. Class work or test interference
      ii. School Athletics
      iii. Sick or Doctor’s appointment
      iv. Death in the immediate family
      v. Other reasons as approved by your supervisor

12. If the person working after you comes in late, please report this to your supervisor. Often times it will not be known that someone is not reporting on time unless someone else speaks up.
   a. If the person who is to relieve you from work is not showing up on time, then you are the one losing because you end up staying late to cover. So please do not let this continue to happen.
   b. Promptness is very important!!

13. You are expected to maintain passing grades.
   a. If you find that your midterm grades are low, please talk to your supervisor to determine if you should reduce your hours.
   b. If you end up on Academic Warning, you will work no more than 8 hours per week the following semester.

14. IT & Print Shop IM screen names (such as helpdesk, rcprintshop) should not be given out to anyone outside of the departments.

15. It is your responsibility to keep all areas neat, including the kitchen area (microwave). Personal belongings should be placed in a designated area, under the front desk.

16. You may bring snacks to work with you, but unless you are working lunch, do not plan to eat "meals" while at work. If you do eat, be clean about it – do not leave a mess for someone else to clean up!

17. You are responsible for keeping a time sheet. It is your responsibility to turn in your signed timesheet to your supervisor by the Friday before they are due on Monday morning.
   a. Make sure that you update your timesheet as the work period progresses and have signed it on the last day of the work period. If this is not done promptly you may not get your paycheck on time.
   b. Your timesheet should reflect the hours recorded in the time clock
   c. Timesheets should not be held from pay period to pay period (you need to turn your time sheet in each pay period)!!!

18. You are responsible for dressing and acting appropriately while at work.
   a. Items such as spaghetti strap shirts, belly shirts, boxers hanging out, and shorts or skirts above quarter thigh are not considered appropriate dress.
   b. Toboggans are not allowed at all and baseball hats are not allowed at the front desk.
   c. Undergarments and covered-toe shoes are required at all times.
   d. Use of vapor cigarettes is not permitted inside the shop.
e. Please remember that you are trying to present a professional image of yourself & the Print Shop, dress accordingly.

19. You will report to the Print Shop Coordinator or Jacob Jackson. Any questions, complaints, etc. should be directed one or both of these individuals.

Disciplinary Actions:

Warnings
- Watching on-line non-work related videos in the Print Shop
- Excessive use of Facebook, IM and cell phone for non-work related task
- Disrespectful communication (verbal or nonverbal) to the staff or other student workers
- Failure to complete assigned task in a timely manner
- Showing up late to work – unexcused
- Having friends in the Print Shop during off hours
- Surfing entertainment/shopping web sites
- Computer game playing
- Falling asleep while on the clock (there is always something that could be done!)
- Failure to clock in or out
- Using on personal laptop during work hours

Strike system
- Unexcused absence from work or student meetings
- Leaving Print Shop open and unattended for more than 5 minutes
- 2 warnings for the same infraction
- Insubordination – deliberately not following instructions
- 2 strikes
  - Team leader loses team leader status
  - Student is place on probation for remainder of semester

Dismissal
- 3 strikes
- Found responsible for academic integrity
- Violation of confidentiality agreement
- Found guilty of criminal offense
- Sexual harassment
- Inability to perform assigned task effectively
- Loaning your Print Shop key to anyone
- Sharing any Print Shop passwords
- Viewing of pornography
- Falsifying your time sheet

Leave of Absence
- If brought up on Academic Integrity Charges or Criminal Charge, you’re automatically on leave of absence until hearings are complete

Any negligence in following these rules and guidelines could result in you being terminated or not rehired for the following semester. You should abide by all rules even when your supervisor is not in the office.