Congratulations and welcome to our team!

You’ve been hired as a student employee at USC Aiken and are now a member of our staff of student employees. Our campus is busy and complex. As a student employee, you’re working a “real” job, and each student who works here helps keep the university running smoothly. While working here, you’ll:

- Represent USC Aiken to students, alumni, faculty, staff, and the general public (including potential students and their families)

- Provide the university with needed assistance

- Become familiar with the services and programs provided by USC Aiken

- Earn money to contribute towards your education

- Gain valuable work experience while building your résumé and enhancing your marketability

You may be feeling somewhat nervous about starting your job. You may also have questions. This Student Employee Handbook will provide you with information about what you can expect from your job as well as what will be expected of you.
# Table of Contents

Absences ........................................ 9  
Appropriate Dress ................................. 2  
Confidentiality of Records .................... 5  
Dismissal ......................................... 9  
Employment Policies ............................ 1  
E-Verify ......................................... 1  
Minimum GPA Requirements (FWS & ISE) .... 1  
Paychecks ....................................... 12  
Performance Evaluations ...................... 8  
Personal Use of USCA Office Equipment .... 8  
Professional Conduct ............................ 3  
Resignation ..................................... 8  
Safety & Injuries ................................ 6  
Scheduling Work Hours ......................... 2  
Student Athletes and On-Campus Employment 14  
Telephone Etiquette ............................. 4  
The Importance of Asking Questions ........... 6  
Timecards ........................................ 11  
VIP .................................................... 10  
Who to Contact with Questions ............... 15  
Working Your Allotted Federal Work Study Award 13
E-VERIFY

The University of South Carolina participates in the Department of Homeland Security’s E-Verify process which serves to ensure the employment eligibility of all new hires. E-Verify is not a screening tool for hiring applicants; employees can only be E-Verified once they have accepted a position on campus. No employer can deny you a job or fire you because of your national origin.

EMPLOYMENT POLICIES

For a complete, detailed listing of policies related to USC Aiken students and employees, including information on sexual harassment and racial discrimination, please reference the Student Handbook at http://web.usca.edu/student-life-and-services/student-handbook/.

MINIMUM GPA REQUIREMENTS (FWS & ISE)

While all student employees are expected to maintain good academic standing, Federal Work Study (FWS) students are required to maintain satisfactory academic progress. For detailed information, please refer to the current FWS Brochure. This brochure is available online at http://web.usca.edu/dotAsset/6f003635-d2c3-41e8-85fd-f9287a404342.pdf

SCHEDULING WORK HOURS
Be sure to coordinate your work hours with your supervisor in your hiring department. Remember, you are contracting with this department to work these scheduled hours, so they are depending on you. Therefore, inform your supervisor as early as possible of any required schedule changes (i.e. exams, athletic season events, etc.).

**APPROPRIATE DRESS**

Although USC Aiken has no specific dress code, student employees are expected to dress appropriately for their positions. Casual attire may be allowable, but it is best to ask your new supervisor what is, and is not, appropriate dress for that department. Student employees are visible to students, alumni, faculty, staff, and members of the community, so appropriate dress should always be worn during work hours. The following are examples of INAPPROPRIATE work attire:

- barefoot or inappropriate footwear (e.g., slippers)
- curlers in hair
- soiled or tattered clothing
- extremely short or side-split shorts or skirts
- halter tops, tank tops, etc.
- inflammatory or obscene writing or emblems on clothing
- visible undergarments of any kind
**PROFESSIONAL CONDUCT**

Students are expected to work to the full potential while “on the clock.” The following general guidelines apply:

- Do not do homework or similar non-work related activities unless expressly permitted to do so by your supervisor.

- Socializing with friends and/or family (in person, by text, phone, or social media sites, etc.) is not allowed unless explicit permission to do so is given by your direct supervisor.

- If you complete an assigned task and have nothing else to do, ask your supervisor what additional tasks he/she might have for you. Your supervisor may make your services available to other faculty or staff members who need assistance.

**TELEPHONE ETIQUETTE**

Wait to be properly trained by your department before attempting to answer the telephone. If you have questions, ask your supervisor for help. The following are good general telephone rules to follow:
Try to answer the telephone by the third ring. Always identify yourself. Give both the department name and your name when you answer and when you place a call.

Each phone call is important. Be courteous and listen closely.

Your voice creates an image. Use a pleasing tone of voice and speak clearly into the receiver.

Keep a notepad and pencil near the phone. Take complete messages, including the name of the caller, area code and phone number, date and time, the message, and your name. Make sure to get the correct spelling of names.

Before you put someone “on hold,” explain to the caller what you are doing. Check back frequently. If the wait will be long, offer to take a message.

Be sure of what you intend to say before you place any phone calls on behalf of your hiring department.

CONFIDENTIALITY OF RECORDS
USC Aiken records and information must be treated confidentially and professionally as stated in the Federal Rights and Privacy Act of 1974. Confidential information is to be discussed only with individuals authorized to have access to institutional records. Please refer to http://web.usca.edu/records/notification-of-student-rights.dot for more information on FERPA USC Aiken. Any student employee who provides confidential information obtained from USC Aiken to any unauthorized individuals outside the designated department will be terminated immediately and referred to the Director of Judicial Affairs for further appropriate disciplinary action. Follow these guidelines concerning access to records:

- Sign a Confidentiality Agreement with your hiring supervisor.
- Do not use computer terminals or files for any purpose other than to perform functions assigned to you by your supervisor.
- Do not discuss any confidential information with unauthorized individuals.
- Do not let friends, relatives, or acquaintances know that you have access to confidential data.
- Report to you supervisor any attempt to gain unauthorized access to information.
THE IMPORTANCE OF ASKING QUESTIONS

Do not be afraid to ask your supervisor questions or to ask him/her for help. There is no such thing as a “dumb” question! It is better to admit that you do not know something—but are willing to learn—than to base a decision on incorrect information.

SAFETY & INJURIES

Although USCA is generally a quiet and safe environment, you should observe common safety rules and exercise proper caution.

Lifting: Be very careful in lifting heavy or bulky objects. Get help if needed. Bend with your knees and not your back. Do not overreach. If an item is too heavy to lift, ask for assistance from another employee and/or use a cart.

Storage Areas: When storing materials, do not place heavy objects in unstable, high places. When retrieving items, make certain that, by moving one item, you do not cause an avalanche of other items.

Copiers/Printers/Office Equipment: Be very careful of all moving parts of this equipment, such as rollers, drums, and wheels. Watch that loose clothing, long hair, jewelry and ties do not get trapped in the equipment. Be familiar with the location of the “off” switch. Do not place your
hands in the mechanism while it is operating. Turn off and unplug shredders before attempting to clear a paper jam. Be careful of hot drums inside copy machines.

**Injuries during Work Hours:** If you are injured during work hours, you are required to notify your supervisor immediately. You will then notify the Office of Human Resources and complete a *Notice of First Injury* form. Non-emergency medical treatment must be obtained from either location of the Family Medical Center in Aiken. If emergency medical service is deemed necessary, notify USC Aiken Public Safety immediately (Dial 6111 from any campus phone).

**PERSONAL USE OF OFFICE EQUIPMENT**

Student employees may not use office equipment for personal business or class work.

**PERFORMANCE EVALUATIONS**

Supervisors have the option to complete a formal student employee evaluation at the end of every semester. The purpose of an evaluation is to provide formal assessment and documentation of performance as well as an opportunity for personal and institutional improvement. An example of an evaluation form can be found online at [http://web.usca.edu/dotAsset/caf0e082-3562-429d-83d4-056f8d2ce226.pdf](http://web.usca.edu/dotAsset/caf0e082-3562-429d-83d4-056f8d2ce226.pdf). In addition to the formal evaluation process, supervisors are expected to provide routine,
informal feedback to all student employees. If you have additional questions about your performance or the evaluation process, please talk with your supervisor.

**ABSENCES**

Phone your supervisor if you will be absent or late for work. Give as much advance notice as possible. Failure to report to work during the agreed upon schedule, or a demonstration of consistent absences or tardiness, may be grounds for dismissal.

**RESIGNATION**

Give your supervisor at least one week’s notice if you plan to end your employment. Failure to do so may effect your re-hire status with USC Aiken.

**DISMISSAL**

South Carolina is an at-will employment state which means that you may be released from employment at any given time for any reason, or for no reason whatsoever. You may also be discharged for any misconduct or unsatisfactory work performance. The following are also grounds for dismissal:

- working under the influence of alcohol, stimulants, or other drugs
- unexcused absences or missing work without notifying your supervisor
- reporting more hours on your time card than you actually worked
- violation of the Student Services Policy on confidentiality of records
- certain violations of the Academic Code or Student Judicial Code

VIP

It takes approximately two weeks to process employment paperwork. The first step is completing E-Verify.

E-Verify completed on: ________________________

(Approximate) VIP Login date: ________________

Once your paperwork has been processed and you have been added to the VIP employee database, you will want to log in to your VIP Employee account. This is where you will set up your payroll direct deposit, the means by which the university pays all employees. You can also perform the following tasks with your VIP Employee account:

- view upcoming paychecks
- view or print past paycheck information
- make changes to your W-4 Form
- update your banking information if you change banks

To access your VIP Employee account, go to the VIP homepage, follow the “LOGIN” link, and click on the “USC ID/PIN Login & First Time Users” tab. You may then log in using your student ID number (your social security number) and default PIN. Your default PIN is a **four-digit number** consisting of the **month** and **day** of your **date of birth**. For example if your date of birth is 08/10/1992, your default PIN would be 0810. Be sure to log in at “Step 3,” the designated login spot for faculty, staff, and student employees. **Leave Step 2 blank.** Once you have logged in to VIP, follow the “Employment” link to set up Payroll Direct Deposit.

**TIMECARDS**

All employee timecards are submitted online through the USC ITAMS System at [https://itams.csd.sc.edu/](https://itams.csd.sc.edu/). Your **ITAMS login information is the same as your VIP login information.** Once you have logged into VIP and established a new pin #, you should be able to access ITAMS on the next business day. Please see your supervisor for instructions on how to track and submit your work hours. Time cards are due each Friday by 12:00 p.m. **Failure to submit a timecard could result in missing a paycheck.**

**PAYCHECKS**
Paychecks are distributed on the 15th and last day of each month. If either of these falls on a weekend, you will be paid the preceding Friday. Payroll takes two weeks to process pay, so your end-of-month paycheck will be for the hours you worked during the first half of the month. Your first two weeks of work will be paid out about one month after your start date. The ITAMS homepage has a link “What Weeks Are Being Paid” that you can follow to find an Hourly Employee Pay Schedule. The Hourly Employee Pay Schedule is also included here.

### Hourly Employee Pay Schedule
**July – December 2015**

<table>
<thead>
<tr>
<th>Weeks Worked (week ending date)</th>
<th>Payday</th>
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<tbody>
<tr>
<td>7/4, 7/11, 7/18</td>
<td>July 31st</td>
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<tr>
<td>7/25, 8/1</td>
<td>August 14th</td>
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<td>8/8, 8/15</td>
<td>August 31st</td>
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<tr>
<td>8/22, 8/29</td>
<td>September 15th</td>
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<td>9/5, 9/12</td>
<td>September 30th</td>
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<td>9/19, 9/26</td>
<td>October 15th</td>
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<td>10/24, 10/31</td>
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<td>11/7, 11/14</td>
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<td>11/21, 11/28</td>
<td>December 15th</td>
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<tr>
<td>12/5, 12/12</td>
<td>December 22nd</td>
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</table>
WORKING YOUR ALLOTTED FEDERAL WORK-STUDY AWARD

Students awarded Federal Work-Study (FWS) may not earn more than the dollar amount approved on the financial aid award. Keep track of the money you earn and the available balance for the semester. If you are close to earning the approved amount before the end of the semester, notify your supervisor immediately. If your FWS award changes, notify your supervisor. Keeping track of this will prevent any unpleasant surprises from happening! If you run out of award money, your hiring department will have to pay 100% of your paycheck. There may or may not be funds in the budget for this.

STUDENT ATHLETES & ON-CAMPUS EMPLOYMENT

All compensation received by a student athlete must be consistent with the limitations on financial aid set forth in Bylaw 15. Compensation may be paid to a student-athlete:

- only for work actually performed

- at a rate commensurate with the going rate in that locality for similar services
Furthermore, an employer shall not use the athletic reputation of a student athlete employee to promote the sale of the employer's product or services. (Revised: 7/10)
## Who to Contact with Questions

<table>
<thead>
<tr>
<th>For questions about:</th>
<th>Contact:</th>
</tr>
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<tbody>
<tr>
<td>Student Employment</td>
<td>Mary Clark</td>
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<td>Job Posting</td>
<td>Career Services</td>
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<tr>
<td>Training</td>
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<td></td>
<td><a href="mailto:maryc@usca.edu">maryc@usca.edu</a></td>
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<tr>
<td></td>
<td>803-641-3440</td>
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<td>Timecards</td>
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<td><a href="mailto:lauraf@usca.edu">lauraf@usca.edu</a></td>
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<td></td>
<td>803-641-3317</td>
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<td>Financial Aid</td>
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<td>Tim Hall</td>
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