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Dear Peer Assistant:

First and foremost, congratulations on your new position and welcome to Academic and Career Development! As a Peer Assistant, you play an integral part in the lives of IUPUI students. You will have the unique opportunity to engage and assist members of the IUPUI community in promoting an academically-focused environment that fosters the success of students. The following pages include your job description, training information, representative forms, position expectations, responsibilities, and helpful hints, in order to aid you in your position responsibilities.

While we cannot predict every situation you will encounter in your role, we can provide you with some basic knowledge and resources you will need to accomplish your duties effectively. This manual is simply an overview. Your site supervisors are excellent resources, and they will provide you with the training that reinforces and complements these materials. Throughout the year, you may receive additional information to add to this manual or notifications of changes viewable via an online format. As you develop ideas or suggestions, please feel free to share them in training meetings or with your site supervisors.

It is our hope you will find this manual useful and that it will provide a good starting point for effective front desk operations. Best wishes for a successful year…we hope you enjoy your new position!

Sincerely,

Cathy Buyarski

Executive Assistant Dean of University College
IUPUI

Vision

To be one of the best urban universities recognized locally, nationally, and internationally for its achievements.

Mission

Indiana University-Purdue University Indianapolis (IUPUI), a partnership between Indiana and Purdue Universities, is Indiana's urban research and academic health sciences campus. IUPUI's mission is to advance the State of Indiana and the intellectual growth of its citizens to the highest levels nationally and internationally through research and creative activity, teaching and learning, and civic engagement. By offering a distinctive range of bachelor's, master's, professional, and Ph.D. degrees, IUPUI promotes the educational, cultural, and economic development of central Indiana and beyond through innovative collaborations, external partnerships, and a strong commitment to diversity.

Statement of Values

IUPUI values the commitment of students to learning; of faculty to the highest standards of teaching, scholarship, and service; and of staff to the highest standards of service. IUPUI recognizes students as partners in learning. We value the opportunities afforded by our location in Indiana's capital city and are committed to serving the needs of our community. Our students, faculty, and staff are involved in the community, providing educational programs, working with a wide array of community partners who serve Indianapolis and Central Indiana, offering expert care and assistance to patients and clients, and engaging in field research spanning virtually every academic discipline. As a leader in fostering collaborative relationships, IUPUI values collegiality, cooperation, creativity, innovation, and entrepreneurship as well as honesty, integrity, and support for open inquiry and dissemination of findings. IUPUI is committed to the personal and professional development of a diverse campus community of students, faculty, and staff; to continuous improvement of its programs and services; and to building a strong, welcoming campus community for all.
University College

Mission

University College is the academic unit at IUPUI that provides a common gateway to the academic programs available to entering students. University College coordinates existing university resources and develops new initiatives to promote academic excellence and enhance student persistence. It provides a setting where faculty, staff, and students share in the responsibility for making IUPUI a supportive and challenging environment for learning.

Principles

University College will achieve its mission through the

- Promotion of student learning
- Focus on individual student success
- Establishment of its own traditions and recognition of accomplishments
- Provision of a quality first year experience
- Development of strong connections with the degree-granting units
- Commitment to faculty and staff development
- Creation of a community that values diversity
- Implementation of collaborative governance built on individual responsibility
- Commitment to intentional reflection and assessment

Norms

We will

- Regularly attend meetings with calendars
- Engage in active participation
- Get out electronic feedback to group within five days
- Communicate with school/colleagues on University College issues
- Be responsive to requests for participation
- Strive to operate by consensus
- Value, respect diverse opinions
- Support group discussions

Kathy Johnson, Ph.D.
Dean of University College
Associate Vice Chancellor for Undergraduate Education
Professor, Psychology
Academic and Career Development

Vision Statement

University College Academic and Career Development will

- play an essential role in the campus efforts to promote student success and retention through our efforts to assist students in exploring and committing to educational and career goals, developing and implementing meaningful academic plans, and translating learning to the world of work;
- engage all students in experiences early in their college career that allow them to plan for and interpret their learning in ways that guide strategic decision-making for their future;
- be recognized as a national model for a student-centered approach in providing integrated academic and career programs and services.

Mission Statement

Academic and Career Development facilitates students’ academic and career success by providing programs and services that engage students in exploring and committing to educational and career goals, developing and implementing meaningful academic plans, transitioning into degree granting schools, and translating learning to the world of work.

Office of Student Employment

Mission Statement

The mission of the Office of Student Employment is to provide resources and empower students to find meaningful, academically relevant work experiences that enhance both academic and personal success.
Shared Values for ACD/OSE

Our partnerships with students are guided by a commitment to:

- Services, resources, and partnerships which encourage students to be autonomous, informed, engaged, and empowered in their journey toward collegiate and professional success;
- Reflection as a powerful tool for facilitating experiential learning for students and staff;
- The diversity of our constituents and staff with an appreciation for the individuality of each person;
- A collaborative environment with seamless connections and effective communication among students, colleagues, and administration that is characterized by support, respect, shared ideas, and mutual ownership of common goals;
- Intentional relationships with the campus and community that leverage resources, expertise, and knowledge by and for the benefit of our students, University College, IUPUI and the Indianapolis community;
- Creativity and innovation fostered by flexibility within individual roles as well as opportunities that develop our collective strengths;
- Continuous improvement through ongoing evaluation of our programs and services with a commitment to being open to taking risks and implementing change statement on students and professional development.
Peer Assistant Organizational Chart

Director of Academic Advising

Assistant Director, Student Information Services & Assessment

Records Assistant

Director of Career Planning

Director, Office of Student Employment

Student Employment Consultant

Peer Assistants
Peer Assistants

Academic and Career Development (ACD) is an essential part of the greater university system. Often times, Academic and Career Development staff is the first to make contact with students, parents, and the general public. As a result, first impressions about Academic and Career Development and IUPUI are made by contact with you, the Peer Assistant. Hence, Academic and Career Development staff and Peer Assistants must be highly engaging and service oriented. Peer Assistants represent University College and ACD 24 hours a day.

Peer Assistants work at Taylor Hall, 3rd floor front desk and provide assistance to students and visitors needing the services of our offices. Your positive attitude and professionalism as a Peer Assistant positively impacts student and visitors’ experiences.

When you work as a Peer Assistant, you become part of a very large team. Your Peer Assistant colleagues, Academic Advisors, Career Professionals, and Student Employment staffs are all here to work with you and support you. You are encouraged to get to know and communicate with all staff, both on and off shifts.

As a Peer Assistant you are expected to be thoroughly familiar with front desk responsibilities and each office’s services. It is imperative each Peer Assistant be consistent in enacting university regulations/guidelines and efficient in the execution of procedures. The manual cannot cover every possible situation. We rely on your good judgment to handle unusual circumstances. When questions arise, which they do for all Peer Assistants and full-time staff, ask your supervisor or other ACD staff member.

Confidential information such as academic and employment records may be accessible to you in your role serving other students. It is your moral and legal responsibility to maintain the confidentiality of all students in accordance with the Family Educational Rights and Privacy Act (FERPA).

The Peer Assistant does not serve as a disciplinarian or a police officer and should NEVER place him/herself in danger. If a dangerous situation arises, the University/Campus Police should always be called immediately. If you’re unsure about a situation, your ACD colleagues are always available to support you in your role.

Working in Academic and Career Development comes with a number of perks and benefits. Being surrounded by academic and employment/career information will help you be successful in your current studies, when you’re admitted to your degree-granting school, and once you transition to other positions, while you’re attending IUPUI and when you graduate! You are encouraged to take advantage of ACD services to help you grow, academically and professionally.
What We Do
Peer Assistants are the faces of the 3rd floor of Taylor Hall and provide high quality/high volume customer service to a variety of constituents in-person and over the phone.

From scheduling appointments and providing information on office services to answering questions on classes, advising needs, and employment, student employees in the Peer Assistant role can expect to be exposed to a wide variety of topics relevant to most majors.

Essential Duties and Responsibilities:

90% - Staff the front desk and phone to assist all guests with scheduling appointments, answering basic advising/employment questions, and referring guests to various campus offices and resources as necessary, all while providing excellent customer service.

5% - Attend Peer Assistant staff meetings.

5% - Assist with the various office projects, special events, and other duties as assigned (logistics, supplies, mailings, data entry/analysis, staffing events, creating documents and marketing, etc.).

Providing basic advising services to students and guiding them to academic and professional information remains at the core of what Peer Assistants support. There is potential for additional responsibilities in the future to work on larger projects which include supporting the departments’ needs in: human resource management, academic and career advising, marketing & social media, data analysis, event planning and coordination, business/financial management, and education.

Tools and Equipment Used:

OneStart is where you will clock in and out while working through the TIME system. Also, OneStart is used to register/drop classes, check financial aid, and view class schedules. You’ll find yourself frequently referring students to their own OneStart accounts.

SIS (Student Information System) is another system housed within OneStart where you will look up students’ information to ensure they are able to meet with an ACD advisor and are seeing the correct advisor for their desired major and academic path.

GRID is a scheduling software used for all ACD staff members. You will use this system to schedule and modify appointments for students and other visitors to each department.

GRID chat is a specific function of GRID where you can chat with ACD staff. GRID chat is particularly useful because it will force a message to the recipient of the message.

Lync is the phone and messaging system ACD uses to communicate with each other and
external personnel. You will have access to the University College Advising Lync account in order to communicate and ask questions of your colleagues.

**JagJobs** is the online data base that OSE manages to post employment opportunities for students and alumni. All students are able to access JagJobs and view/apply for the positions, which include part-time jobs both on and off-campus, full time jobs, internships, work-study opportunities, and others both locally and around the country. Employers wishing to post their jobs so students can access them through JagJobs post those at IUPUITalent.net

**ACD Front Desk Listserv** is a collection of email addresses under one title. Each department has a listserv and it creates easier access to emailing large groups. The Peer Assistant listserv is [ACDFRONTDESK-L@iupui.edu](mailto:ACDFRONTDESK-L@iupui.edu) where your supervisor and ACD leadership will send announcements. This is also the list that you can email to exchange shifts with your PA colleagues.

**Necessary Knowledge, Skills and Abilities:**
- Ability to commit to at least 1 year in this position
- Working knowledge of OneStart, class registration process, and JagJobs.org is required
- General knowledge of campus office locations and resources as well as university policies and procedures
- Ability to provide directions, information, and referrals to guests seeking resources outside of our offices
- Skill in problem solving and communication (verbal and written)
- Ability to conduct yourself in a professional manner while embracing the quality and diversity of all IUPUI students and visitors
- Ability to establish and maintain excellent working relationships with other staff
- Ability to work independently while demonstrating strong leadership and interpersonal skills
- Ability to maintain confidentiality when pulling up student records and information
- Ability to listen actively and ask questions as needed to determine the needs of visitors to the office

**Physical Demands:**
While performing the duties of this job, the employee is frequently required to sit, type, answer phones, walk around the office to perform a variety of projects and cleaning tasks, and occasionally lift packages that are delivered.

**Work Environment:**
The work is performed primarily inside the office at the front desk.
How We Do Our Work

Service is at the core of everything we do. Every day and with every interaction people are valued and understood, reinforcing the choice to be at IUPUI. Excellence is the expectation and is represented by our commitment to demonstrate the following Service Standards and Associated Behaviors:

Ownership/Accountability:

- Demonstrate “I am, my Department, IUPUI, the University”
- Follow through in a timely manner
- Follow up
- Display a “can-do” attitude
- Be collaborative/build partnerships

Engaging:

- Be approachable
- Be available
- Be accessible

Knowledge/Spirit of Excellence:

- Know how to do your job
- Be willing to learn
- Stay current in the field
- Seek others’ input
- Display high integrity and ethics

Respectfulness:

- Be present in the moment; remain focused on the individual’s needs
- Value individual contributions
- Exhibit humility
- Appreciate the diversity of people
- Value individual uniqueness

Initiative:

- Pitch in
- Ask for help
- Be innovative
- Anticipate and identify needs
- Know what you don’t know and make a referral
- Demonstrate a spirit of inquiry/be proactive

Communicating:

- Create an understanding
- Listen for underlying needs/concerns
- Demonstrate responsiveness

Consistency:

- Treat everyone as important
- Operate within defined parameters
- Display fair treatment of others
- Deliver consistent information
- Empower others

Courteous:

- Display common courtesy, friendliness
- Show kindness/consideration/caring
- Respond with personal touch/eye contact
- Demonstrate a welcoming and enthusiastic demeanor
- Have a mindset of “I’m glad you are here. I am here to help.”
Academic Policy

ACD recognizes that your first obligation should be to your scholastic endeavors. Work for ACD should not impede your academic progress toward a degree.

Student employees must be registered for classes by the 100% refund period for regular academic session classes. Failure to do so will result in disciplinary action up to termination.

To be eligible to work for ACD, you must have at least 12 credit hours completed and a cumulative GPA of 2.8 or higher. To maintain employment, you are expected to earn a minimum 2.5 GPA each semester and maintain the 2.8 or higher cumulative GPA. Students who fail to meet this expectation will be either released or placed on probation based on the following criteria:

A student employee who meets either of the following conditions will be placed on employment probation from his or her position as a student employee in ACD/OSE:

1. Earns a cumulative GPA below a 2.8
2. Earns below a 2.5 semester GPA.

NOTE: Student employees on probation may have project opportunities and work hours limited. This is done at the discretion of the supervisor.

A student employee already on probation, who meets either of the following conditions, will be released from his or her position as a student employee in ACD/OSE:

1. Earns a cumulative GPA below a 2.8;
2. Earns below a 2.5 term GPA while already on probation.

Students on probation will be required to meet, at least once, with a site supervisor to discuss academic success initiatives that may benefit the student; those who are released from their positions will be encouraged to meet with a site supervisor about academic success initiatives.

Appeal Process:

If a student employee is released from their position due to their grades, the student has the right to appeal this decision. To appeal, the student must turn in:

1) Letter of support from supervisor
2) Personal letter stating any pertinent facts about why student should not be released
3) Academic Plan explaining the student’s future academic goals and how they plan on achieving said goals

The deadline to complete the appeal process is within one week of being sent the notification letter. A committee consisting of the Director for Academic Advising, Director of Career
Development, Director of Office of Student Employment, and site supervisors will then make a decision regarding the student’s future employment as a Peer Assistant.

NOTES:

1. Employees may only have one semester of probation status during their length of employment.
2. Grades will be checked at the following academic points in the year
   a. Before an interview is offered to potential hires
   b. At the end of Fall semester, within two weeks of grades posting
   c. At the end of Summer classes, immediately upon grades posting
Policies

Minimum & Maximum Hour Requirements
In order to maintain current on procedures and departmental updates as well as apply that knowledge to a work environment, Peer Assistants are expected to work a minimum of 6 hours per week, at least two shifts per week, and attend all staff meetings. Supervisor discretion may be used to make exceptions to this minimum in order to ensure full coverage of the front desk and phone. If your availability changes, resulting in the inability to maintain the minimum hour expectations; notify your supervisor and discuss options for accommodating your schedule.

Peer Assistants are required to work no more than 27 hours per week across all IUPUI positions. This means that if a PA works 12 hours per week in ACD, they can only work up to 15 hours per week in another position. Working more than 27 hours per week is grounds for termination.

Leaving the Desk
Peer Assistants are responsible for all activity at the desk and phone. Leaving the desk or phone is permitted only to use the restroom, assist with project tasks or to handle emergency situations. Absences from the desk for personal, and or non-job-related reasons are unacceptable and could result in either disciplinary action or termination.

Computer, Internet, and E-mail Usage
Computer usage during the workday is to be restricted to work that coincides with designated work tasks or the mission of the university. Peer Assistants are not permitted to use departmental computers or Internet connections AT ANY TIME for the following: playing games, downloading, installing and/or printing materials that are pornographic, lewd, or that promote or encourage racism, hate and other prejudices. In addition, employees who choose to use the sound capabilities of the computer equipment must do so in a manner that does not disrupt other employees or general office environment.

Cell Phones
Personal cell phones are to be silenced while working an assigned shift. It is not appropriate to answer cell calls while at work. If you have an emergent situation please notify your supervisor of the situation. It then may be possible for you to answer the expected call and step out of the office to complete the conversation. Texting must be kept to a minimum and executed in a discrete manner only when traffic is slow and other responsibilities are complete.

Supplies & Equipment
Student employees are encouraged to make every effort to reduce waste when using supplies and equipment. Supervisors are to be notified of needed supplies or equipment repairs.

Locking/Unlocking Doors & Gates
The front door/gates of each desk area must be open from opening until closing (or shortly thereafter, to accommodate busy traffic) every day. The PA working at these times is responsible for all opening and/or closing procedures, including ensuring the gates are opened and closed at required times.
Attendance Policy and Procedures
Student employees are assigned work schedules (based on their class schedules) by the supervisor at the beginning of each semester and are expected to work the schedule until the end of the semester. Each student is expected to work the specific hours assigned to him/her and to begin working promptly at the beginning of their shift. For example, if you are scheduled to work from 8:00 a.m. to 12:00 p.m., you should begin working at 8:00, not simply arriving at 8:00. Frequently coming in late, leaving early, and most importantly, not showing up for work, indicates irresponsibility and will likely result in termination of employment.

Tests and exams are considered to be a part of the regular course work and are announced in advance. Peer Assistants will not be given time off from work to prepare for them. A separate work schedule will be prepared for final exams week and break periods. Break periods will be staffed by those student staff seeking additional earnings during the break.

Generally, if you know you’ll be 15 or more minutes late for work, you must contact the call-in line (317-274-0863) immediately. To use the call in line, state your name and anticipated arrival time. If you’re unable to attend a scheduled shift, provide a reason for the absence (i.e., illness, transportation issue, etc.).

If you’re 30 or more minutes late for your shift and have not called in or made previous arrangements, the supervisor or designee will call you at your documented phone number to inquire about your expected attendance. If you’re reachable by phone and are able to attend the remainder of your shift after speaking with the supervisor or designee, you will be issued a verbal warning for requiring a shift reminder. Should you be unreachable by phone, either not answering or requiring the caller to leave a message, you will be subject to further disciplinary action and considered a “no call / no show” for the scheduled shift. Repeated reminders and missed shifts will likely result in termination of employment.

Requesting a Shift Change or Coverage
Peer Assistants are responsible for covering shift hours assigned to them at the beginning of each semester. All efforts should be made by the Peer Assistant to find a replacement for shifts they anticipate they will be unable to cover.

In the event that you are unable to cover a scheduled shift, you should:

1. Send an email from your official IUPUI email account to the ACDFRONTDESK-L@IUPUI.EDU listserv stating you are unable to work your shift and detail the exact date and times of the shift. Sending this email does not guarantee you are excused from covering your shift; it simply creates an opportunity for one of your colleagues to step in and assist for that shift.
2. If another Peer Assistant offers to take your shift (in its entirety), you are considered to be “off” for that specific time period. As a professional courtesy, you should inquire with your colleague if you can return the favor and take one of his/her shifts or provide some other form of appreciation (i.e., coming in early so they can leave early one day, writing them a thank-you note, etc.).

Should no one respond to your request for a shift change, you are still responsible for reporting to work. Emergency and extraordinary situations are the only instances when you will be granted a shift change without first finding a replacement.

Should you request a shift change, receive no response from colleagues to take your shift, and are not present for your shift, this will result in disciplinary action and considered to be a “no call / no show.”

To Pick Up an Open Shift
Peer Assistants desiring to pick up a shift which has been offered by one of your colleagues should “reply all” on the email to the listserv stating that you are able to cover the requested shift and re-detail the exact date and times of the shift you will be covering. This confirms coverage for the front desk, lets your colleague who requested the change know it has been taken, and lets your colleagues know that the shift is no longer available.

Excused and Unexcused Absences
For an absence to be excused, the PA must provide 24+ hour advanced written notice to his/her supervisor and/or provide written documentation of an illness or other extenuating circumstance. Each PA should strive to provide notice of any anticipated absences or delays in arrival in accordance with the aforementioned attendance policies.

“No call/no show” absences are unacceptable and unprofessional; they will result in disciplinary action. Absences, whether unexcused or excused, are still absences and a repeated pattern of any absences which impedes the work of other PA’s, ACD staff, or ACD operations will result in disciplinary action.

Staff Meeting Attendance Policy
Peer Assistant staff meetings are considered part of each PA’s responsibilities and are mandatory for the position. Meetings are used to remain up-to-date on ACD-related topics and deadlines as well as engage in training and team-building activities. Additionally, staff meetings are an opportunity for PAs to provide valuable input on decisions before they are made and bring concerns to the attention of colleagues and superiors. More than three (3) excused absences from meetings in a semester will result in disciplinary action. Unexcused absences from staff meetings are considered a “no call/no show” and will result in disciplinary action.

Length of Employment
All students employed by University College are hired for only one academic term. It is the responsibility of the students to notify the supervisor of their availability to work for the
following academic term. Student employees not eligible for continuing employment will be notified at least two weeks prior to the end of the semester. If grades make a student employee ineligible to return, this notification will take place within 2 weeks of final grades posting.

Injuries
Any staff member who sustains an injury during the performance of work duties should notify their supervisor immediately. You are eligible for Workers Compensation coverage for these injuries; however, there are specific procedures that must be followed first. In the case of a critical emergency, seek medical attention first and then your supervisor will assist you in reporting the injury.

Performance Evaluations
Your supervisor will complete an evaluation of your performance once a semester. Criterion for evaluations will include: 1) job knowledge, 2) performance, 3) observed interaction with students, faculty and other staff. The student employee’s performance evaluation will be maintained in the student’s employee file and a copy will be given to the student.

Smoking
Smoking is prohibited in all of the buildings and grounds on campus. Employees who smoke outside the buildings are asked to discard their cigarette butts in an ash urn or designated place. Smoking outside the buildings must take place at the edge of campus on the city facing streets. As role models and IUPUI employees, student employees are only allowed to smoke at the allowed areas.

Breaks
Breaks will be scheduled in for those employees working more than a 6 hour shift. Student employees need not clock out to go to bathroom breaks or quick trips to the vending area providing they are less than 5 minutes in length. Please notify someone in your desk area that you need to be away from the desk briefly so that coverage can be obtained. Should a student employee need a longer break and it is agreeable to your supervisor, you may clock out to attend to the personal need/errand.

Visitors/Personal Phone calls
Non-staff persons should not be behind the desk area at any time. Visitors should be limited and should not visit for more than 3-5 minutes at any time. No groups should form at the desk area. Personal phone calls should not be made or received while working an assigned shift. If a personal call is required it should be kept to 3 minutes or less, or ask to for assistance in coverage, clock out and then make your personal call on a cell phone or phone away from the front desk. No personal long distance calls are allowed on the university phones.

Clocking In and Out
Clocking in using the TIME system upon arrival for a shift or event and clocking out at the conclusion of each shift or event is required. Repeated forgetfulness will result in disciplinary action.
No Homework Policy
In order to encourage time management, professionalism, and academic planning for Peer Assistants, homework should not be completed while working in ACD. In order to provide high quality and attentive services to students and visitors, attention should always be focused on your work responsibilities while on the clock. The front desk and lobby area are your responsibility to maintain clean and organized, which can be done during low-volume/traffic times. If during a low-volume/traffic shift you need additional tasks, please ask your supervisor or a colleague if they need assistance with a project.
**Dress Code**

Because you represent University College, you are expected to dress in a professional, appropriate manner for the environment. Special exceptions for dress code are approved by your supervisor. Please talk with your supervisor for any additional questions or clarifications.

- **Business casual attire and/or IUPUI/IU/Purdue attire** is required Monday – Thursday; this includes IUPUI/IU/Purdue t-shirts, which can be worn underneath a jacket or business casual shirt or outside a dress shirt. Business casual attire includes:
  - Pants: khakis, cotton or synthetic slacks, dressy capris, dark and unripped jeans
    - NOT: ripped or discolored jeans, sweatpants, exercise pants, shorts, overalls, or spandex
  - Skirts & Dresses: casual dresses and skirts that are split at or below the knee
    - NOT: short or tight skirts, mini-skirts, sun dresses
  - Shirts, Tops, Blouses, & Jackets: Casual shirts, dress shirts, sweaters, tops, polos, and turtlenecks; suit or sport jackets; IUPUI/IU/Purdue t-shirts, which can be worn underneath a jacket or business casual shirt or outside a dress shirt
    - NOT: tank tops, midriff tops, shirts with potentially offensive words or t-shirts, unless worn inside/outside another shirt or jacket
  - Shoes and Footwear: professional-looking athletic or walking shoes, loafers, boots, flats, dress heels, and deck shoes
    - NOT: flashy athletic shoes, thongs, flip-flops, or slippers
  - Jewelry, Makeup, Perfume & Cologne: should be limited
  - Hats and Head Covering: are not appropriate for the workplace

- **Examples of acceptable business casual attire are provided below** (images courtesy of FreeDigitalPhotos.net):

![Business casual attire examples](image_url)
• Fridays and weekends (if applicable) are “casual”. Casual attire can include:
  o T-shirts with IUPUI/IU/PU logo (unless otherwise noted by your supervisor).
  o Dark jeans (no holes, tears, fading, etc.)
  o Colts jerseys and t-shirts on city of Indianapolis designated Blue Fridays

Dress code expectations for both professional staff and peer assistants are very similar. All staff will be held to the following restrictions on attire:

• Any type of shorts above the knee
• Sweat pants
• Excessively dirty or worn out shoes
• Flip flops
• Bare midriff tops
• Excessively frayed pants/jeans
• Spaghetti straps (unless under sweater)
• Low cut or body revealing shirts

Nametags are required to be worn at all times by Peer Assistants while working. As a representative for University College and ACD, your nametag will ensure visitors identify you as a knowledgeable source for accessing ACD services and providing valuable information. Your nametag also conveys professionalism to our students and visitors, as well as your ACD and University College colleagues.
Peer Assistant Disciplinary Procedures
The department has adopted a progressive discipline policy to identify and address employee and employment related problems. This policy applies to any and all employee conduct that the department, in conjunction with IUPUI Human Resources Administration, determines must be addressed by discipline. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. As such, ACD/OSE takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.

Most often, employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the department need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation. Likewise, some polices like sexual harassment, attendance, and dress code contain specific discipline procedures.

Progressive discipline may be issued on employees even when the conduct that leads to more serious discipline is not the same that resulted in less sever discipline. That is, violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action.

Probationary employees are held to the highest standards for behavior and job performance. Progressive discipline is the exception rather than the rule for probationary employees. Probationary employees violating policies may be terminated at any time.

The department will normally adhere to the following progressive disciplinary process:

1. **Verbal Caution:** An employee will be given a verbal caution when he or she engages in problematic behavior. As the first step in the progressive discipline policy, a verbal caution is meant to alert the employee that a problem may exist or that one has been identified, which must be addressed. Verbal cautions will be documented and maintained by the Student Employment Consultant in an employee file. A verbal caution remains in effect for three months.

2. **Verbal Warning:** A verbal warning is more serious than a verbal caution. An employee will be given a verbal warning when a problem is identified that justifies a verbal warning or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are formally documented and placed in the employee’s file and will remain in effect for a semester.
3. **Written Warning:** A written warning is next level above a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning or the employee engages in unacceptable behavior during the period that a verbal warning is in effect. Written warnings are maintained in an employee’s file and remains in effect for two semesters.

4. **Suspension:** A suspension without pay is a last step prior to termination. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior during the period that a written warning is in effect. An employee's suspension will be documented and, regardless of the length of the suspension issued, will remain in active on employee’s record for their length of employment. (Meaning any further infractions can result in immediate termination)

5. **Decision Making Leave:** Generally following a suspension, an employee will be reprimanded, clocked out, then sent home for the day on decision making leave (without pay). This is intended to help the employee decide whether they should continue employment with the department. If the employee returns, they will be expected to work harder than before to follow the department guidelines and continue their employment without interruption. The other option with this leave is the employee may choose to resign because employment with the department is not a match.

6. **Termination:** An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less severe discipline.

   Again, while the department will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

**NOTE:** Hourly employees are employed at the sole discretion of the employing department and may be released from employment at any time without cause. However, hourly employees cannot be disciplined for reasons contrary to federal or state law or IU Trustee policy (per hourly policy manual on IUPUI HRA webpage at [http://www.indiana.edu/~uhrs/policies/hourly/](http://www.indiana.edu/~uhrs/policies/hourly/)).
Safety & Emergency Information

Peer assistants share responsibility for the safety of the third floor of Taylor Hall. It is therefore important that resource mentors be aware of how to conduct themselves in emergency situations. The Joseph T. Taylor Hall Security and Emergency Evacuation Action Plan handbook should be available at the front desks of ACD and OSE. Topics covered include medical emergencies, chemical spills, hazardous gas leaks, weather emergencies, earthquakes, bomb threats, fire, and evacuation of persons with disabilities. PAs should know the location of the Handbook and be aware of correct procedures.

*The event, names, dates, and times should always be documented when one is involved in a difficult situation.*

If you are feeling threatened at the front desk, follow these procedures:

**Generally Uncomfortable**

You do not feel threatened but the person at the front desk is not treating you with respect or you just have an uneasy feeling. Politely excuse yourself for a moment and find your supervisor, the records assistant or the advisor at the side desk and have them speak with the student. The following are able to help:

- Craig Pelka – OSE
- Lisa Saunders - ACD
- Rebecca Wald Stoker - ACD
- Chris Maroldo – ACD
- Janna McDonald – OSE
- Yvonne Fitzgerald – ACD
- Jen Schott – ACD

If the individuals above cannot be contacted, the following should be offered to the student:

- Set up an appointment with
  - Advising - Rebecca, Chris, Yvonne
  - Counseling – Jen
  - OSE – Janna OR Craig
- Get the student’s phone number and a good time to call and one of these individuals will contact the student OR
- Get an email address and a resolution will be emailed to the student.
Very Uncomfortable

[insert procedures here]

Advisor or Counselor Needs Assistance

If you receive a phone call from any advisor or counselor requesting [INSERT SAFE WORD HERE] make sure you know who has placed the phone call, hang up and either press the emergency button or dial 274-7911 immediately. The advisor or counselor will not specifically ask for help but [INSERT SAFE WORD HERE] is the password thus not alerting the student help is needed. Also let the supervisor know that a [INSERT SAFE WORD HERE] call has been placed and what you have done as a follow-up to that call.

Emergency Phones and Numbers

Most outside emergency telephones are yellow boxes with blue lights located throughout campus. Emergency telephones are also located in some of the parking garages and in the hallways of some of the campus buildings. All emergency telephones are identified by the word EMERGENCY. Telephones connect directly to the IUPUI Public Safety Dispatch Center.

- For all emergencies, call 274-7911.
- For escorts call 274-SAFE (7233).
- For maintenance issues (electrical failure, leaks, etc) call Campus Facility Services 278-1900

Ambulances

The campus is served by Wishard Hospital ambulance services. If an ambulance is needed call Emergency Medical Services at 9-9-1-1 and IUPUI Public Safety Dispatch at 4-7911

Health and Safety Hazards

For life threatening health and safety hazards, including chemical, biological, physical, and environmental hazards, pull the fire alarm and call 9-9-1-1. Be prepared to provide details.
Fire

When the fire alarm goes off, the law requires that peer assistants must close down the garage doors. Exit the building immediately. Do NOT use the elevators. There are fire marshals that are responsible for the third floor, NOT the peer assistants.

Adverse Weather

Severe Weather: In cases of adverse weather, peer assistants must close down the desk area when the warning sirens are alarmed. Everyone in the building must make his or her way to the Lower Level of Taylor Hall. Peer assistants are NOT responsible for clearing the floor.

Snow: Peer Assistants are to report to work for assigned shifts; As employees, please stay tuned to local TV and the IUPUI webpage and alert system for campus closures.

Criminal Activity

Call the IUPUI Police Department at 4-7911 from a campus phone or 317-274-7911 from a non-campus phone if you observe a crime in progress or behavior that you suspect is criminal. Do not approach or attempt to apprehend person(s) involved.

Report information, including:

- Direction of travel when last seen
- Location
- Physical and clothing description
- Vehicle description, license plate number
- Weapons or tools involved
- What the person is doing

If you believe you are safe, stay on the phone with the police dispatcher until instructed otherwise.
Active Shooter

If an active shooter is outside your building:

- Proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights.
- If possible, get everyone down on the floor and ensure that no one is visible from outside the room.
- One person in the room should call 911, advise the dispatcher of what is taking place, and inform him/her of your location.
- Remain in place until the police, or a campus administrator known to you, give the “all clear”. Unfamiliar voices may be the shooter attempting to lure victims from their safe space.
- Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

If an active shooter is in the same building as you:

- Determine if the room you are in can be locked and if so, follow the same procedure described for a shooter outside your building.
- If your room can’t be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building.
- If you decide to move from your current location, be sure to follow the instructions outlined below.

If an active shooter enters your office or classroom:

- Try to remain calm.
- Dial 911, if possible, and alert police to the shooter’s location; if you can’t speak, leave the line open so the dispatcher can listen to what’s taking place. Normally the location of a 911 call can be determined without speaking.
- You have options. You can make attempts to:
  - Hide and Shelter-in-Place
  - Escape
  - Negotiate with the shooter
- Overpower the shooter (which should be considered a last resort)
  - If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

Security and Emergency

Evacuation Action Plan:

University College has a handbook that outlines procedures specific to Taylor Hall. Please refer to it if there are any questions. A copy is located at the front desk for each office.

Not all situations can be anticipated, but it is best to have an idea of how to best handle certain situations. The following is a list of resources that may be utilized for further information:

- IUPUI Police [http://www.police.iupui.edu](http://www.police.iupui.edu)
- Emergency Procedures [http://protect.iu.edu/emergency/procedures](http://protect.iu.edu/emergency/procedures)

If you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Notify authorities of the location of the wounded people as soon as possible. Do not try to drive off campus until advised it is safe to do so by police or campus administrators.
**Academic Advising**

The following students can meet with an ACD academic advisor for academic advising services:
- University College students with any major, including exploratory or undecided majors
- Prospective students who are considering IUPUI and have general advising questions
- Visiting students attending IUPUI for only one semester (also called Transient)
- Students who’ve earned a baccalaureate degree and are taking prerequisites for another major (also called Post-Bac)
- Undergraduate non-degree students – taking an undergraduate class without pursuing a degree
- Students in their degree granting school if they are unsure of their major
- University College students and Post-Bac students who need an advisor to complete financial aid forms

The following students meet with an academic advisor in their degree granting school:
- Students certified to their degree granting school
- Prospective student sure of their major
- Graduate non-degree students & any graduate student must meet with the Graduate Office

The following students must attend a New Student Orientation prior to meeting with an ACD advisor:
- Students attending IUPUI for the first time, this includes:
  - First year students (FYU)
  - New transfer students
  - New intercampus transfer students (transferring from another IU campus to IUPUI)

**Walk-Ins**

Students may meet with an academic advisor without a previously scheduled appointment as a walk-in student. Students are advised in the order they check in.

**Walk-in Hours:**
- Monday-Thursday: 9:00 am – 4:30 pm (check-in by 4:30 pm)
- Friday: 1:00 pm – 4:30 pm (check-in by 4:30pm)
- Saturday: Closed
Reasons to Meet with an Academic Advisor

Students can meet with an ACD academic advisor for multiple academic advising services. To facilitate the advising session, all services that apply as reasons for the visit should be indicated when the student presents for advising.

Academic Advising Codes

Advising – general information regarding majors, classes, requirements and/or policies.

Advising Health – information regarding one of IUPUI’s health programs

Change major – change majors.

Course Scheduling – Course Scheduling/registration.

Drop/Add – drop and/or add class.

Grade Replace – questions about or completion of a grade replacement form

Hold 56 Cr – must meet with an advisor to develop a plan to be admitted to their degree granting school. Once they’ve met with an advisor the hold is released for the upcoming semester registration.

Hold 56 cr. Health – must meet with an advisor to develop a plan for admission into a health-related field including a “Plan B” in case not admitted. Once they’ve met with an advisor the hold is released for upcoming semester registration.

Hold Advising – all first semester UCOL students must meet with an advisor prior to registration. Once they’ve met with an advisor the hold is taken off their record.

Hold Probation – students with below a 2.0 cumulative grade point average must meet with an advisor. Once they’ve met with an advisor, the hold is released for the upcoming semester registration.

Hold Transfer Probation – Transfer students with below a 2.0 at their previous institution must meet with an advisor prior to registration until they’ve completed at least 15 IUPUI credits at a 2.0 or higher. Once they’ve met with an advisor the hold is released for the upcoming semester registration.

Intercampus Transfer – students currently at another IU campus who want to come to IUPUI to take classes either as a visiting student (1 semester) or a permanent transfer.

New Student – new student to IUPUI, never attended any university prior.

Placement Test – student needs results to math, foreign language and/or chemistry placement test.
**Prospective student** – student who hasn’t applied to IUPUI but would like general information.

**Reinstatement Information** – generally sees Beth Baker or Chris Maroldo.

**Return after 1 or more years** – hasn’t enrolled at IUPUI for 1 or more years.

**Walk-In** – student does not have an appointment with an advisor and will be seen on a first-come, first-serve basis; may request a specific advisor if available.

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**Forms Commonly Used with Academic Advising**

**Dropping and/or Adding a Class**

Once a student can no longer drop and add classes on their own through the Student Center in OneStart (usually one week into the start of the semester), there are a variety of methods that a student can use to drop and add classes.

**Refer to the Academic Calendar for all deadlines – www.registrar.iupui.edu**

**eDrop:**

UCOL students must meet with their advisor to so the advisor can initiate the eDrop. *The advisor must initiate this transaction through OneStart (Services screen).*

**eAdd:**

UCOL students can now add a class with eAdd. *The student must initiate this process in OneStart.*

**eDrop and eAdd** (i.e. swap)

UCOL students who want to drop one class and add another can do this. *The student must initiate this process in OneStart.*

**Drop/Add Form (paper):**

Students may drop, drop/add or add a class via paper forms. All transactions require an advisor signature; all adds must have instructor signature (once the class has begun). If a student hasn’t registered for any classes, any add requires advisor, instructor and dean signature.
Peer assistants may hand students the drop/add form at the front counter. **INFORMATION REGARDING THE UC DROP POLICY MUST ACCOMPANY EACH DROP FORM.** The student must FIRST get the instructor signature (when required) then the advisor’s signature.

The drop/add form must be brought to the Registrar’s office (CE 250) once all the appropriate signatures are received to process the drop/add. Refer to the Academic Calendar for all drop/add deadlines.

**Grade Replacement**

If a student chooses to repeat a course and achieves the same or higher grade, the student can allow only the higher grade to count in their cumulative GPA. Replacement does not happen automatically; the student must come into ACD and request a Grade Replacement form. The student fills out the highlighted information and does not have to see an advisor unless the student has questions OR the student is on dismissal status.
Career Planning

The following students may meet with an ACD career counselor:

- IUPUI undergraduate/graduate students admitted or registered for classes
- ALL University College students and students in other schools that do not provide career services (check [http://www.iupui.edu/career/inventory/](http://www.iupui.edu/career/inventory/) for their school’s services: E&T, KSB, INFO, LIBA, & SCI have their own career offices, others may have an individual staff member that offers some sort of career assistance.)

The following alumni may meet with an ACD career counselor:

- Any person graduating with a degree from IUPUI or one who has completed course work for Professional Certification from IUPUI
- Any IU/Purdue graduate that has relocated to Indianapolis
- Any Person who is not currently enrolled nor alumni of IUPUI, but has taken courses at IUPUI at any time

IUPUI Staff/Faculty may meet with an ACD career counselor:

- Any person that is currently employed at IUPUI

Persons Referred by University College or Other IUPUI Staff/Faculty-please inform the counselor of these individuals prior to the appointment. Admissions will refer prospective students and we will see them.

If need assistance with a part-time job or work-study, refer to Student Employment

We DO NOT serve the General Public-please refer to “Other Resources for Non-Eligible Persons”

Appointments Available: Mondays-Fridays: 9:00 am – 5:00 pm
Reasons to meet with a Career Counselor

Assessment referrals and interpretations

See [http://career.uc.iupui.edu/students/choosingmajorsandcareers/selfFocus.aspx](http://career.uc.iupui.edu/students/choosingmajorsandcareers/selfFocus.aspx) for complete descriptions; students must meet with a counselor to obtain a referral in order to take some of the assessments. See “Assessment Scheduling & Payment” (next page) for more information.

- **FOCUS 2** - free online tool (can access on website without seeing counselor)
- **MBTI** - personality assessment for $17
- **Strong** - interest inventory for $21

**Major/career exploration** - when unsure of major or career options, meet with counselor to discuss process, options, and next steps.

**Degreed job search strategies** - we DO NOT provide placement, only assistance with full-time job search upon graduation or for alumni, staff/faculty; if needing a part-time job while in school, refer to Office of Student Employment.

**Resume and cover letter development/review for full-time job search** - if needing a review, they must have HARD COPY of resume; we will not use their flash drives or laptops.

**Interviewing practice and techniques** - need assistance with interview process, specific questions, professional interview attire, a mock interview, etc.

**Externship** - inquiring about Fall and Spring Break programs or just interested in how to connect with professionals for job shadowing opportunities.

Career Planning-Assessment Scheduling and Payment

Scheduling of Assessment Interpretation

Client must meet with a career counselor to get a referral to take the MBTI or Strong assessments. Initial appointment is classified as Exploration in the Grid and is for one hour, this can be made with ALL Counseling Staff. Please put a note in the comments section (assessments).
1. When a career counselor refers the client for an assessment, the student will bring the referral slip to the front desk for appointment scheduling, directions and payment. Please see Brenda to make payment before scheduling the appointment.

2. If the client is taking one assessment, schedule it for one hour; if two, it’s a two hour appointment scheduled in one hour blocks. In the grid these are selected as MBTI interp and ST interp, only one code for each hour.

3. All monies are to be handled by Brenda; Beth Baker is the back-up.

Payment

If Brenda is out for the day, Beth Baker can perform these transactions if she is available. If neither are available, please leave the referral slip in Brenda’s mailbox and let the client know that she will call them back on the next available work day.

1. If the student needs to wait to schedule/pay or for any other reason, please put the referral form in Brenda’s mailbox with a note for the reason they are waiting, so that she may follow up. We MUST have the referral slip to move forward with scheduling and payment.

2. If a client chooses to wait, inform them that payment can be made at a later date over the phone and instructions can be emailed to them at that time. They may call Brenda directly at 274-0863.

Career Planning – Additional Services Available

There are other services available through Career Development in addition to walk-in and appointment assistance.

Classroom presentations - see http://career.uc.iupui.edu/FacultyStaff/RequestaPresentation.aspx for “Request a Presentation” link, Career Consultant receives request and will assign a facilitator based on availability.

Topics include Choosing Major/Career, Advanced Resume Writing, Advanced Job Search, Interviewing, Networking, General Career Planning Services, Externships, etc.
Externships - see [http://career.uc.iupui.edu/Experiential/ExternshipPrograms.aspx](http://career.uc.iupui.edu/Experiential/ExternshipPrograms.aspx) for program information or contact Jill Vanderwall at 274-5644 or [jillvan@iupui.edu](mailto:jillvan@iupui.edu) with specific questions.

Career Library - located in lobby; anyone can look through books while in lobby; books CANNOT be checked out.

Alumni Mentor Database - go to [www.jagjobs.org](http://www.jagjobs.org) and click on “Alumni Mentor Database” to view and contact alumni in various career fields about possible job shadowing, informational interviewing, and to network.

“Ask a Career Counselor” link - see [http://career.uc.iupui.edu/](http://career.uc.iupui.edu/) and click on the link to ask questions and get answers online.

Events - see [http://events.iupui.edu/calendar/?cal_id=97](http://events.iupui.edu/calendar/?cal_id=97) for information on various career fairs, workshops, and other career events.

Schools with Career Services

For information regarding school-based career services visit [http://www.iupui.edu/career/inventory/](http://www.iupui.edu/career/inventory/) for a comprehensive up-to-date listing.

Career Resources for Non-Eligible Persons

Students who are not eligible to meet with a Career Planning counselor may use the following resources:

John Vice - former Director of Career Services at Eli Lilly
(317) 881-1467

Chris Blystone - former Assistant Director and Career Counselor
(317) 507-8114

Dr. Joan Pedersen, LMHC, NCC
(317) 574-0226
# IU & Purdue Schools Career Information

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<thead>
<tr>
<th>Institution</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Indiana University</td>
<td>812-856-4329</td>
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<tr>
<td>Purdue University</td>
<td>765-494-3981</td>
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<tr>
<td>IUPUI</td>
<td>317-274-4856</td>
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<td>IU East</td>
<td>765-973-8450</td>
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<td>IPFW</td>
<td>260-481-6595</td>
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<td>IU Kokomo</td>
<td>765-455-9301</td>
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<tr>
<td>IU Northwest</td>
<td>219-980-6650</td>
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<td>IU South Bend</td>
<td>574-520-4135</td>
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<tr>
<td>IU Southeast</td>
<td>812-941-2273</td>
</tr>
<tr>
<td>IUPUC</td>
<td>812.314.8535</td>
</tr>
</tbody>
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Student Employment

The following students may meet with a Student Employment staff member:

- IUPUI & IUPU Columbus undergraduate/graduate students admitted or registered for classes
- ALL University College students and students in other schools that do not provide part-time job assistance (check [http://www.iupui.edu/career/inventory/](http://www.iupui.edu/career/inventory/) for their school’s services: E&T, & INFO, have their own career offices that support the part-time job search, others may have an individual staff member that offers some sort of part-time job assistance.)

The following alumni may meet with a Student Employment staff member:

- Any person graduating with a degree from IUPUI or IUPU Columbus or one who has completed course work for Professional Certification from IUPUI or IUPU at Columbus
- Any IU/Purdue graduate that has relocated to Indianapolis
- Any Person who is not currently enrolled nor alumni of IUPUI, but has taken courses at IUPUI at any time

Persons Referred by University College or Other IUPUI Staff/Faculty—please inform the counselor of these individuals prior to the walk-in or make a note in the Grid if scheduling an appointment.

15 minute walk-ins:

Tuesday, Wednesday, & Thursday: 2:00pm – 4:00pm

- Quick Resume Questions – Must have copy with them
- Interview Questions
- Jagjobs navigation
- Work-study forms
- Work-study verification
- Cover Letter Review – With hard copy only
- Working-no pay check yet? Dawn or Jenna can assist
- Networking

- General Program Questions
- Excellence in Professionalism
- Professional Image Project
- NSEA Week
- Presentations
- Job Search Strategies
- Work-study agency or employer inquiries
- Appointment follow-up

We DO NOT serve the General Public—please refer to “Other Resources for Non-Eligible Persons”
Reasons someone would come to the OSE front desk:

1. Work study questions/information/assistance
   - Eligibility – send to OSFS in the Campus Center
   - Split award amount for two or more jobs
   - General use of award
   - General questions about what award is and how to search for work
2. Community Work study hiring information
   - Background check forms
   - Direct deposit forms
   - I-9 and tax form completion
3. Job search information for part-time work
4. Networking for on campus part-time work
5. Jag Jobs Information:
   - Login not working
   - General questions about account and applying to posted positions
   - Employers asking how to post on Jag Jobs
   - Event calendar questions as posted on Jag Jobs
6. Payroll questions (all referred to payroll office)
7. Miscellaneous
   - Lost & Found – Mailboxes
   - For confidential lost items (wallets, backpacks, debit cards, etc.) contact the non-emergency police line: 4-1386
   - General campus questions

Work-Study Introduction

What is work-study?

Work-Study is a financial aid award for students with unmet need. Students with a work-study award can apply to both work-study and non work-study jobs on and off campus. The IUPUI Office of Student Financial Services (OSFS) determines the student’s eligibility to receive a work-study award. This decision is based on their cost of attendance, expected family contribution, and other financial aid awards received.

Benefit to students:

1. Does not count against you as earnings on your FAFSA.
2. Social Security and Medicare taxes are not taken out of your checks.
Benefit to Employers:

1. Only have to pay 25% of the student’s gross earnings.

Authorization Forms & Work-Study Award Requests

Once Financial Services has uploaded a work-study award to a student account the Office of Student Employment receives a list of eligible students. The Authorization forms are electronic for IUPUI and the link can be found under the employment website>students>work-study.

The student must insert their phone number and supervisors email to send the form. The supervisor will then complete their portion and send the form to their payroll contact for finalizing the hiring steps.

If the student claims they do not have a form online, check their Student Center to make sure an award has been placed on their financial aid summary. If there is an award then write their information on the authorization form request sheet. I will check that form twice a week. If there is not an award direct that student to email finaid@iupui.edu or go to Student Financial Services in CE 250 to request an award is placed on their account if they are eligible.

IUPUC (Columbus) work-study students will continue to get their work-study forms in a paper version emailed to their IUPUC Email address from the Office of Student Employment. Any Columbus students/supervisors requesting information will need to contact Dawn Rodney.

Request a Presentation

Faculty and Staff can complete the “Request a Presentation” submission on the Student Employment webpage. This form will ask the requestor for information about the group they are planning to have us present for in the future. The types of presentations that we offer are on the following topics:

Making your part-time job work for you – Educating students on the learning opportunities, professional development, and transferrable skills student gain from their part-time work experiences while in school

Resume Rookie - For resume beginners with little to no experience with resume writing

Networking for Part-time jobs - Providing knowledge of the art and impact of networking to meet people that can provide links to future employment opportunities and interactive examples of different modes of networking

Customer Service Skills - Assisting students in learning how to provide excellent customer service and general customer service requirements, philosophies and business practices.
General Student Employment Services - A presentation tailored to your student needs on Office of Student Employment resources. Topics may include information on Federal Work-Study, navigating the JagJobs system, purpose and overview of resume and cover letter, networking strategies, interview tips, transferrable skill recognition and development, and an introduction to student employment professionalism development and certification opportunities.

Reference Sheets and Forms Used in Student Employment

Federal Work-Study Award/Financial Aid

- FWS Award Increase Requests
- Cancellation or Reduction of Award Requests
- Questions about FWS Award/FAFSA

Contact the Office of Student Financial Services:

Campus Center, CE 250 / finaid@iupui.edu / 317-274-4162

Payroll

- Direct Deposit Set-up / Questions
- Paycheck Issues / Not Paid / Incorrect hours or amount
- Clocking in and out / TIME/ (1st contact is supervisor to resolve)
- Unresolved or Urgent TIME system issues – call 274-2192 or 274-4383

Contact the Office of Financial Services:

Lockefield Village LV M 1157 / payroll@iupui.edu / 317-274-3919

Student Employment @ IUPUI

- Questions or concerns about supervisor / work climate
- Grievances or Termination Counseling
- Changing Jobs or adding a new job (split FWS award)

Contact the Office of Student Employment:

3rd Floor of Taylor Hall / future@iupui.edu / 317-274-0857
OneStart

- View bi-weekly paychecks and payroll information
- Change your Tax Information
- Set up or change your direct deposit for Payroll
- View your Work-Study balance/earnings

Log on to www.onestart.iu.edu and to go “Employee Center”

How to Request a Work-Study Award from Student Financial Services

Call: 317-274-4162
Email: finaid@iupui.edu
Walk-in: Campus Center 250

If you walk in or call please have your student ID ready. If you email be sure to include your ID number in the email message. You can discuss your financial aid package and budget with a counselor and possibly be granted a work-study award. Please allow 2-3 business days for the award to show up on your OneStart page.

You have a Work-Study Award, Now What?

Check your IUPUI email for the Work-Study Authorization Forms (Student AND Supervisor Agreements) and hiring instructions. The forms were sent from the Office of Student Employment (future@iupui.edu).

Log on to Jag Jobs (jagjobs.org) and register for an account.
Search in “Work Study” jobs.
Post your resume in “My Documents”
Apply for Jobs on or off campus
Interview. Network. Keep trying to get a job!
Give your Work-Study authorization forms to your supervisor and follow the hiring instructions.
Start working to earn your award.
Do you have a Work-Study Award on OneStart?

Log on to OneStart (onestart.iu.edu)

Click “Go to Student Center”

Scroll down to “Finances” and click “View Financial Aid”

Select Aid Year

Look for FEDERAL WORK-STUDY AWARD and the amount listed for the year

If you see the award but have not received an authorization form to your IUPUI email address, email future@iupui.edu or visit the Office of Student employment.