

## OFFICE EXPECTATIONS

<b>Name:</b> _____	_____	_____
First	M.I.	Last
<b>S#: S</b> _____	<b>Phone #:</b> _____	
<b>Email:</b> _____@student.cccs.edu		
Your official CCD email account is the only email CCD will accept for correspondence.		
<i>I affirm that I have read, understand, and agree to this form in its entirety and that the information supplied is true and complete.</i>		
<b>Student:</b> _____	_____	_____
Print Name	Signature	Date

### I. NORMAL HUMAN RESOURCES BUSINESS HOURS

Normal hours of operation are from 8:00 a.m. to 5:00 p.m. All full-time employees are required to work 40 hours per week. Work study students are allowed to work up to 20 hrs. per week. Overtime eligible employees must receive prior approval from their supervisor before working any additional hours. Any approved overtime will be compensated as compensatory time off.

### II. BREAKS

Breaks (15 minutes) are a privilege. Privileges may be denied by your supervisor for any employee who abuses their break time (breaks taken longer than 15 minutes, work not being completed, etc.). Morning breaks must be taken between 9:00 a.m. and 10:30 a.m. and afternoon breaks between 2:00 p.m. and 3:30 p.m. Combining a break with a lunch period, or coming in late in the morning or leaving early in the afternoon is not permitted.

### III. LUNCH PERIOD

Lunch periods will be 12-1pm for Academic Advisors. The front office staff lunch hours will be staggered to meet office needs for front desk coverage. The supervisor will determine the work study lunch hours based on scheduled work hours. Each non-exempt employee must take a lunch period away from their desk. Lunch should be taken between 11:00 a.m. and 2:00 p.m. and must be for 30 to 60 minute duration as determined by mutual agreement between employee and supervisor. Any change from the assigned schedule must be pre-approved by the supervisor. Via email request.

### IV. ATTENDANCE/CALLING IN/TARDINESS

Attendance and punctuality is important for all positions within the department, but essential for positions that are eligible for overtime, those in an hourly status, or those requiring a high amount of public contact.

Employees are required to be at their work stations by their scheduled start time. (This means working) Anyone who anticipates being late or absent must call their supervisor via cell phone 720-939-4577 and the front desk 303-556-2481 prior to their scheduled start time. Voice mail is okay, but must include a contact number and work status report. If your absence will have an effect on your colleagues work schedule or workload, you are responsible for ensuring that the effected person is notified. For example: If you know you have scheduled appointments, have a work meeting, or presentation please inform the front desk. The front desk can check your calendar, cancel or reschedule your appointments and let your supervisor know if a replacement can be sent in your place.

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## V. TIME SHEETS/LEAVE REQUESTS

Time sheets must be completed on a daily basis. Time cannot be submitted prior to a work shift. For work study students and hourly staff members there will be a sign in/sign out sheet located in the office to ensure the time sheet is correct. This represents an accurate account of the time you worked in the pay period. Each time you sign in/out you must have the sheet initialed by a full time staff member. Signed monthly time sheets (located in BANNER) must be received by your supervisor by the first working day of the month. Supervisors will submit monthly time sheets to payroll liaison by the fourth working day of the month.

Requests for using annual leave, anticipated sick leave, or compensatory time off should be made to your immediate supervisor in advance. Advance notice is typically one month or as soon as practical.

When unanticipated leave is taken a leave request should be submitted within 48 hours of your return.

## VI. PHONE CALLS/MESSAGES

All phone calls and e-mail messages must be returned as soon as possible, but no later than 48 hours after receipt. If you anticipate being out of the office for more than 48 hours, be sure to change your voice mail message and arrange for another staff member to return messages. You should also add an out of office message in Outlook. Both the voice message and outlook message should include the days you will be out, the person to contact if help is needed and when you plan to return replies to your voice messages and emails.

Personal calls must be kept to a minimum and normally conducted during breaks and lunch hours. Excessive personal calls will not be tolerated. If you are a front desk staff member please do not take personal calls at the front desk. Please step away to an empty office or outside of the office if you need to take a personal call during your shift.

## VII. PERSONAL EXPECTATIONS

***SPACMNT Notes-*** All Advising sessions are required to be documented in the SPACMNT screen in Banner.

***Pre-requisite Overrides:*** If a student does not meet the department pre-requisite, then a staff member within the department (Chair/Program Advisor), not a General Studies Advisor will need to complete the override. A chair or Director of a department can give permission to complete the override but must be stated in SPACMNT.

***Deadlines-*** All employees are expected to meet established deadlines and goals for the Academic Advising Center. If unusual circumstances arise, at the time you anticipate not being able to meet a deadline; you should immediately coordinate details with your supervisor. If you are absent /sick on a deadline, it is your responsibility to approach the supervisor and create a new deadline. Monthly sign in sheets should be given to your supervisor prior to the last day of the month. Monthly accomplishments are due to the supervisor by the 25<sup>th</sup> of each month.

***Consideration for Co-Workers-*** Employees should treat each other with respect and be considerate of others' work environment by eliminating loud talking, interruptions, and excessive personal conversations. Due to the confidential nature of information in the Academic Advising Center, work spaces are reserved for work study students, hourly staff members and full time staff members. There should be no students, friends, etc. sitting behind the front counters of the Center.

***Consideration for Students:*** Each walk in session should be kept to a minimum of 15 minutes per student. If the sessions cannot be concluded during that time, please refer the students to the appropriate department. to resolve the issues and schedule the student an appointment to allow a longer session. Please take all appointments within a reasonable time of the scheduled appointment. If an appointment is more than 5 minutes late, they will be referred to your walk in hours or their appointment will be rescheduled. If we are not in a registration period, students should not wait for more than 5-10 minutes. You are responsible to check your inbox to determine if you have students

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waiting for you. There is scheduled phone call return time at the beginning of the work day and at the end of your work day. It is your responsibility to schedule appointments and meetings aside from that and block off your calendars so that front desk staff members can schedule your appointments accordingly.

**Resolving Conflict-** All members of the Academic Advising Center should attempt to resolve any conflict or problem situations one-on-one with the person involved. The supervisor will only get involved if one - on - one interaction does not resolve the problem.

**Personal Appearance-** See the Student Development Dress Code for proper dress attire.

**Office Appearance-** In an effort to maintain a professional appearance in the Academic Advising Center, there should be no storage on top of file cabinets or in hallways. Employees may tastefully decorate their own areas; however, offensive items may not be brought into our office setting. This includes anything that could constitute harassment or discrimination.

## VIII. MISCELLANEOUS

**Parking Passes-Stamp:** Are to be used exclusively for visitor parking and should be returned immediately after use. Students requesting a stamp must have received a service in AAC. DO NOT use stamp for personal use.

**Confidentiality:** All information handled within the Academic Advising Center is considered confidential. This information may not be shared with anyone who is not directly involved with the issue. Breach of confidentiality is a serious offense.

**Rewards-** Office rewards will be granted on an individual basis. Rewards are based on individual performance achievement, not for meeting office expectations.

**The Academic Advising Center does not discriminate against any employee or applicant on the basis of race, national origin, gender, sexual preference, age, religion, or disability. Any behavior which violates this policy will not be tolerated.**

YOUR SIGNATURE AFFIRMS THAT YOU HAVE READ THE ABOVE OFFICE EXPECTATIONS AND UNDERSTAND THEIR IMPORTANCE. FAILURE TO FOLLOW THESE EXPECTATIONS MAY LEAD TO CORRECTIVE OR DISCIPLINARY ACTION.

Student: \_\_\_\_\_  
Print Name Signature Date

cc: Personnel File (Employee Supervisor)

