Important Reminders

- Evaluations: All supervisors are encouraged to provide some type of evaluation to students. If you have not received one and would like to have one, you should talk to your supervisor.
- Homework and office equipment for personal usage are not acceptable.
- FAFSA (Free Application for Federal Student Aid) needs to be in by May, for the following year work-study eligibility.
- Fall, spring and summer work-study: The total work-study amount awarded is to be earned within the academic year until it runs out. A typical $3000 a year award will be enough for fall and spring semesters but not the summer (as long as the student only works when school is in session and no more than 15 hours a week).
- Training opportunities: Certain mandatory or not training could be “paid” if it is related to the work-study position and is approved in advance by the immediate supervisor and financial aid coordinator. For more information, please contact the supervisor or the Financial Aid Office.
- Nametags: it is strongly recommended that all work-study students were a nametag while on duty. The supervisor should be able to provide this to the student.
- Communicate with your supervisor! – It is very important that you keep an open communication channel with your supervisor, especially when you do not understand an assignment or there is something that you may not like or agree within the department where you work.
Office Protocol

Time Management Tips

• Managing your time means getting organized
• It takes the same amount of time to do your job accurately and well as it does to do it carelessly, so why not do it accurately?
• Get to know your resources. Look for ways to do your job more efficiently
• Set goals for what you want to accomplish during a time period and stick to them. Do what you can in that period of time and move on.

Organize Your Work Area

• Homework and office equipment for personal usage are not acceptable
• Create a pleasant, well equipped work area
• Know where to find materials & information
• Keep a Hawkeye Community College personnel directory
• Avoid work area clutter

Telephone Etiquette

• Common irritations (avoid doing them when on the phone):
  o Being transferred from person to person and from office to office
  o Your call is transferred before you even have a chance to fully explain what you need
  o You are put on hold for long periods of time
  o People do not sound interested in helping you
  o You do not know which office to call, or whom to ask for so are treated bad
  o People do not return your phone calls
  o People do not get messages to the right person

• When Answering Calls:
  o Identify your department and yourself by name
    ▪ Callers appreciate knowing which office they’ve reached and who answered the phone
    ▪ Caller may have been transferred without being told where
• When Transferring Calls:
  o Give caller name and title of the person (if possible) and department you are transferring them to
  o Give caller the phone number of new department in case they get disconnected and need to call back

• When Taking Messages:
  o Indicate the period of time the person will be unavailable
  o Offer to take a message, and also offer to transfer the caller to someone who can give immediate assistance
  o Write down important information given
  o Ask for clarification as needed, such as correct spellings
  o Read back what you’ve written to be sure you’ve understood correctly
  o Always assure the caller that you’ve written to be sure you’ve understood correctly
  o Take down the message accurately, then deliver it!

• Remember:
  o Be a good listener
  o Speak clearly
  o Be cheerful and positive
  o Be courteous
  o Be knowledgeable and accurate
  o End the call with good bye
  o Speaker phone – let listener know they’re on
  o Put yourself in the caller’s place – “Do unto others what you want done to you”
  o You represent the college – your courtesy reflects the entire school

**Courtesy** – Go the extra mile

• Meet and Greet
  o Smile
  o Pleasant tone of voice
  o Willingness to do more than what people might expect from you

• Standard Courtesy
  o Good Morning
  o Thank You
  o Please
  o Your Welcome (Not “Yup”)

• Extra mile Tips
Do your job efficiently and carefully, then add a bright smile
Stop to help people who look lost and confused
Help out your co-workers when they look swamped with work
Try to remember the names of people you work with and those you help
Help a student who has a problem or a question that does not concern your area
Come in extra hours once in a while if your area is swamped with work (as long as it’s approved in advance by your supervisor)

Gift Giving/Fundraisers
- Participate in office gift-giving customs if you possibly can
- If you cannot contribute, graciously decline, explain your reasons, and express your interest for future collections
- If giving gifts becomes burdensome, work with others to reduce the burden on everyone
- Make sure all gifts given in the office are appropriate for the work environment

Observing Confidentiality
- Student Records
  - Consult your supervisor about how to address this. Many supervisors will have you sign a confidentiality agreement.
- Do not divulge outside your work area any information you have access to at work
  - Keep it at work if it’s related to your work
  - Even when it’s not confidential, it’s easier than you think to be overheard by other students or their friends

Professionalism
- Earn respect by
  - Arriving at work early or on time or calling in if not able to come in
  - Acting eager—even when you’re not
  - Completing assignments on time and with minimal fuss
  - Turning down nothing work related
  - Taking the initiative
- Limiting personal visitations
- Limiting cell phone use
- Taking responsibility for your mistakes
- Talking to your supervisor when trying to address a concern

**Criticism**

- Always take it seriously
- Never deflect or dismiss it
- Ask for examples
- Don't be surprised though if your boss can't give you any examples
- Offer your own examples if you can
- Ask how you can improve
- Stay polite
- Say as little as possible

**Dress Code**

- Every office has a dress code, whether it is official or not
- Dressing well—and appropriately—for work is important
  - It helps you fit in
  - Speeds your acceptance by your coworkers, management included
  - Inappropriate dress will hold you back

**Diversity**

- Treat everyone the same, regardless of their religion, race, ethnicity, gender, or sexual orientation
- Never ask personal questions out of idle curiosity
- Ignore stereotypes; most are wrong
- Treat people like individuals, but not like exceptions
- Bigotry is defined by the person who experiences it. If it feels bad to him or her, it is
Often our greatest problems are our best teachers to show us something about ourselves.

**Typical “difficult” students:**
- Check office protocol
- Stay calm—it’s generally not about you!
- Listen, listen, listen
- Ask what s/he needs to have happened
- Detox later

**Observation Techniques for someone you know is “difficult”:**
- Observe their behavior with you and others
- Determine their approachability style
- Watch for triggers
- Experiment with differing styles
- Ask questions to others

**Focusing:**
- Listen
- Maintain eye contact
- Nod vs. nod off
- Show encouragers
- Seek more information
- Ask for clarification
During and After the Battle

Dealing with yourself

- Don’t take it personally
- Find good mentors
- Visualization
- Breathe
- Consider the war- not the battle
- Keep your goals in mind
- Determine your style of coping
- Talk to others
- Have a back-up person
- Take a timeout...
  - ...during the battle
  - ...and reschedule the meeting
  - ...and meet in person
- Detox
- Make a plan if necessary
- Again - Don’t take it personally!

Again - Don’t take it personally!