

Expectations for Student Employees

General Expectations

- Your academics are a priority. You must adhere to the Satisfactory Academic Progress Policy of the University, which is a 2.0/UG and 3.0/GR and a 67% pace to continue as a student worker.
- Professional behavior should be expected at all times - Sitting on desks is not permitted, yelling from one office to another or across the hall is prohibited
- Files are CONFIDENTIAL! Never give them to a student; only to a University employee

Dress Code

The dress code and work environment in most on-campus offices is “business casual.” In general, it is expected that a student’s appearance will be neat while at work and that their clothing is suitable for an office setting. You are expected to present a clean and neat professional appearance at all times. For special on-campus events, attire may be business, as needed. The following is a list of clothing that is not acceptable in an office setting: hats and bandanas, shirts with rips or holes, no shorts, miniskirts, shirts that show bare midriffs or cleavage, clothing featuring alcohol or profanity, non-NLU university apparel, sweats or running pants, leggings, flip flops, sneakers, jeans (except Fridays & weekends), and pajama-type clothing. Also, please wear shoes at all times (no bare feet).

Office Protocol

- You should arrive to work at least five minutes early. You must contact your supervisor (phone or email) to report any emergency that prevents you from reporting as scheduled.
- In order to accomplish your employment goals and maintain a professional climate, student employees should tell friends not to visit or call while they are working. Personal business should be conducted outside of work hours.
- University phones are for university business. If an exception is needed, students should speak with their supervisor.
- It is helpful to write down daily or regular tasks. Before requesting new assignments, make sure assignments are completed. Before leaving at the end of your work shift, review with your supervisor tasks that are complete or incomplete. If possible, student employees should look for ways to show initiative and “add value” to the tasks assigned or to the existing processes in the office or organization.

Greeting and Assisting Visitors

Below are some tips on answering the phone as well as interacting with University guests:

- *Tip #1:* When answering the phones or greeting guests, be polite, professional, and have a welcoming tone in your voice, and SMILE!! A smile can always be heard. (EVEN OVER THE PHONE) An appropriate way to answer department phone is:

“Good Morning/Good Afternoon. Thank you for calling National Louis University. How may I help you?”

- *Tip #2:* National Louis University is open to the public. Be mindful of using appropriate titles such as Mr., Ms., Mrs., Dr., Dean, etc. Avoid using slang like “you guys,” when talking to people or “this guy” or “this lady” when referring to a client or customer.

Instead, say: **“The student needs.....” or “this gentleman would like to know....” etc.**

- *Tip #3:* The NLU website provides information about the university and websites for many of its department. Before a call is transferred or contact information is given, make sure that they have been assisted with as much information as possible and that you’ve answered all of their questions. Always be courteous and polite.
- *Tip #4:* When you are not sure how to answer a question, let the guest know that you are gathering more information for him/her. Avoid saying things like: “Sorry, I’m only a student here.” Maintain professionalism at all times, be helpful and polite even when the caller is frustrated. Remain calm. Suggested phrases to use:

“Just a moment please, while I get that information for you,” or

“If you can wait a moment please, I’ll ask (staff member’s name) to speak with you” or

“I want to make sure that you get the correct information, let me have (staff member’s name) contact you.”

Taking Messages

When taking messages for office staff members, ask the callers to spell their name for you, if the spelling is not obvious; repeat the phone number back to the caller to ensure accuracy; sign the message in case the recipient has questions about the call; and please put the date and time of the call on the note. Take as much information from the caller, to be helpful to the message recipient.