

STUDENT EMPLOYMENT GUIDE

for Employers 2010-2011

Student employees are an integral part of the daily operation of Smith College. This guide focuses on the policies and procedures governing the employment of all Smith students who work on-campus and at off-campus work-study jobs. The mission of the Student Employment Office is to offer employment that supports each student's educational goals and to offer jobs that help students achieve both professional and personal development.

Student employment for all on-campus positions is coordinated by the Student Employment Office in Student Financial Services which is located on the first floor of College Hall, studemp@smith.edu or x2530 (email is most efficient). The payroll process (BannerWeb Time Entry) is handled by Payroll & Disbursements, located in College Hall 204. They may be contacted at x2213, x4401 or by email at payroll@email.smith.edu.

The links at right will provide you with details regarding student employment. The Student Employment Guide for Students is mandatory reading for students, particularly the section on **On The Job Expectations**. We advise anyone on campus who oversees student workers to familiarize themselves with their Guide which is available as a link off the JobX homepage.

This Student Employment Guide is intended to provide a variety of information regarding the employment of students at Smith College. It includes advice on how to oversee students, types of jobs, details from Payroll, and a section on Smith's student employment software called JobX. Although the student employment informational website continues to exist online, all job advertising and hiring will take place on [JobX](#), where you will find Guides for JobX itself, for Off-Campus Employers, Faculty, an FAQ on JobX, etc.

Student Employment at Smith College

There are many types of work-study jobs both on and off campus, which may entail very different responsibilities and expectations. Therefore, it is especially important that individual supervisors provide their student employees with a clear understanding of the conditions pertinent to the job they are to perform. This may mean developing a structure tailored to your office which includes the definition of the expected work schedule, work load, departmental policies regarding absenteeism, lateness, substitution and misuse of confidential information, office materials, phones or computers. You may wish to present this information to the student in writing as part of the instructions for the job they are to perform.

In planning work schedules, the supervisor should be aware of exam periods and breaks during the academic year. Although the student's first priority is academic performance, the student also has a responsibility to the job to which she has committed. We are not merely providing students with work to allow them to earn their Work-Study award. These are responsible

positions that affect the operation of the college or agencies or schools in the community. With communication and structure, the goals of work and study can be achieved and become a rewarding experience for all involved.

The following information is provided to help you know who is eligible for campus jobs, how to go about advertising and hiring for your job, what is required of you for Payroll purposes, etc. Please keep in mind that Payroll and the Budget Office are separate from Student Employment and that wage rates are set by the Controller. Please understand also that students on work-study have priority for all campus jobs, regardless of funding source, and help us try to provide job opportunities first to those found eligible by financial aid.

Who Is Eligible

Upper-class Students on financial aid with work study or campus job portion of their award have first priority for all campus jobs, except in the case of Dining Services, Housekeeping, and America Reads/America Counts Tutoring where first year students have priority. New Transfers and Ada Comstocks on Work-Study are free to apply for any on-campus or off-campus jobs they want.

Work-study students have been offered a work study opportunity by the college to meet their need for aid and campus employers have an obligation to ensure that they have that opportunity. Students can check their own Work-Study eligibility on their Banner Web account. It is the student's responsibility to locate her own campus job to fulfill this portion of her aid package. In an effort to offer work study students a wide range of options, employers are asked to advertise all student jobs on JOBX until October 7 before accepting an application from a student who does not have work study. This also means that a non-work-study student who held the position the last year may **not** automatically continue the job the following year. That job must be advertised in the spring of the year for the next academic year so that work-study eligible students have the opportunity to apply for it. Also, no student is eligible to hold the same OCIP Internship for more than one year.

Traditional age first year students do not have priority for campus jobs outside those offered in the Job Fair at the opening of school. Others who do not have priority for regular campus jobs include:

- * Graduate students
- * Students who have been offered a loan only as financial aid
- * Students who receive no financial aid at all
- * Students already holding STRIDE, various Intern, Head Resident, House Coordinator or House Community Advisor positions

In some years there are plenty of jobs available for all students, whether on aid or not, but in this economic climate it is more important than ever to provide jobs to those students who have applied for and been found eligible for financial aid. If a non-aid student held a position in your department last year, unfortunately she is not automatically eligible for it again this year. The job must be advertised for aided students until October 7. We ask your cooperation in adhering to the College's policy.

Responsibilities of the Supervisor - Training, Commitment & Confidentiality

Training

- * Train your student employees well and make your expectations clear to them.
- * Immediately address any issues that arise.
- * Terminate the student in the Hiring Archive of JobX if she leaves your employ.
- * Post the payroll schedule in an obvious place accessible to student workers.
- * Review student student time sheets on Banner Web Time Entry in a timely manner before each payroll and check their hours for accuracy. * Keep your own records of the student's time as she works so you have something to compare to her online submission. You are responsible for every timesheet that you approve.
- * Be aware of the payroll deadlines for WTE and if you cannot approve your student's time, have a proxy ready to do so.

[Please remember that Payroll](#) is a separate department from Student Employment and they handle any questions about BannerWeb Time Entry, pay schedules, deadlines, pay rates and SP numbers.

Good Training Is A Must

As a supervisor, your best insurance for achieving a positive working atmosphere for both parties is to train your student employees thoroughly. You rely on them, so provide them with the tools and knowledge they need to do their jobs well. Nothing will save you time and effort better than taking the opportunity to train your student workers thoroughly, even if it means setting up a session during which you will not be disturbed. Consider drawing up a guide for your students specific to your department's work.

For instance, you may find it useful to provide student assistants with a 3-ring binder complete with print-outs of computer screens they needed to access and instructions. Provide them with easy access to answers to common questions you find you've been asked by previous employees. One way to do this is to provide a rolodex listing various Q & A's, policies, and procedures. Having such material available to your student workers frees you from interruption, repetitive questions, and allows them some independence. The opportunity to find answers for themselves will keep the job more interesting and allow them to continue learning. Many

students take pride in performing their jobs well and will welcome such guidance and autonomy. It also eliminates a lot of the problems associated with reluctance on the part of some employees to ask questions. You may find a brief weekly meeting helpful to review any questions, upcoming deadlines and any issues that have arisen.

It is very important that you communicate your expectations, make yourself available for questions, give students frequent feedback on their performance, and recognize their contributions. You may consider developing some kind of reward or recognition program in your department, for instance. We, as employees of Smith, certainly appreciate the recognition of staff, and students are an integral and important part of our staff.

Be fair and flexible and cultivate mutual respect. These job experiences will affect the students' futures and contribute to their total learning experience at Smith. Future employers view work-study jobs as valid experience and check references with both direct supervisors and the Student Employment Office. Students will ask you for letters of reference for the files at the Career Development Office, so your honest feedback is important and valued. In addition, the Student Employment Office constantly receives requests from companies on the employment background of Smith students they are considering hiring. The workplace experience provided to students at Smith is as important as their education in many ways.

The students have been told that they have a responsibility to familiarize themselves with college policies regarding student employment, should they choose to work. They are told that they will be expected to appear punctually and as scheduled for their jobs, present a neat appearance and work efficiently and cooperatively. When illness or emergency prevents them from working, they must notify their supervisor in advance of the usual reporting time. In some positions, it is the student's responsibility to find a substitute, if one is necessary. If this is the case, you should inform the student of this policy when you hire her. In addition, students are told they should never just fail to show up for work. Doing so will put their job in jeopardy, in addition to creating a hardship for the supervisor and co-workers. Agencies, departments and professors rely upon students and value their work, and a work-study job should be approached exactly like any other job.

Students very often enjoy the responsibilities placed upon them, particularly if they are made to feel that they are a valuable part of your office staff. Of course, there are always the occasions when a supervisor will be confronted by a situation in which the student is not performing in the manner expected. It is important to address such issues immediately and definitively before they have the chance to become a more serious problem. A student will not benefit from a supervisor who is too lenient or sets no guidelines and boundaries. The student worker, supervisor, and department functions will all benefit from a clearly outlined job description and guidelines to expectations and behavior.

Students should be informed of the procedures that will be followed in dealing with infractions - such as not showing up for work or being consistently late - so they will have advance knowledge of the consequences of their actions. It is your responsibility to develop these

policies and procedures within your department and make them known (for instance, set policy on verbal warnings, written warnings, and termination. Please feel free to seek advice from the Student Employment Office. Definite policies regarding lateness and absenteeism will make it easier to deal with these issues if they arise. Well-supervised campus jobs benefit both the department that needs the work done and the student who needs the earnings and the practical work experience.

Commitment

Do not hesitate to draw up a contract specific to your office, review it with the student, and ask her to sign it. You are entitled to ask her to commit herself to the position for which she's been hired. Occasionally students are hired at one 10 hour per week job, then apply for another and a problem arises when she wants to do both. JobX will help you identify a student who already has a job before this becomes a problem. Students are only entitled to one permanent job providing them with 10-12 hours a week and it's in your best interest to be sure your student employee understands this and commits to the job you have offered her.

Confidentiality

Supervisors find it quite useful to have student employees sign a contractual agreement form due to the confidential nature of some work and a need for commitment to the position. Be sure to cover other issues, such as office phone use, computer use, visitors, etc., regardless of whether or not a written contract is part of the terms of hiring.

If a student has access to confidential information as part of her job, it is very important that there be a strict understanding that this information will not be shared with anyone outside the department. Failure to comply should result in termination of employment as well as action by the Dean of the College and the Judicial Board because of the seriousness of this matter.

Supervisors may wish to have the student sign a statement indicating that she understands the responsibility of handling confidential material, the manner in which it must be handled, and the terms of her employment. Please see sample 'Confidentiality & Policies Agreement' at the end of this PDF. Also familiarize yourself and your students with the ITS information regarding data security. Supervisors and students alike should feel free to request advice or assistance from the student employment coordinator about any work study matter. If possible, issues should be handled immediately between the student and the supervisor before they grow needlessly into a larger problem.

You should set rules for computer and phone use within your office and let the student know the consequences of the abuse of such technology. Personal use of departmental phones, faxes, computers, etc. is not permitted.

It is important to note that employers are not obligated to retain a student if she does not live up to the standards set for her or if she abuses any privileges.

Having a student read and sign a statement of departmental expectations and thorough training can circumvent many a misunderstanding.

Hiring Procedures

Advertising a Position

All campus employers are required to use **JOBX** to advertise their student jobs and handle all their hiring. The site is accessible at:

<https://smith.studentemployment.ngwebsolutions.com>

Employers should keep all of their student job descriptions on the JobX software whether or not the jobs are open. This allows you to quickly post the position live on the web whenever it becomes available, thus saving you time. There are 3 categories in JobX:

Listed means the job is advertised online

Review means it is not listed online but is open to you to hire student workers

Storage means you've put the job away to erase any past applicants and do not need to hire anyone at the moment

You will log in and either Add a New Position from your control panel or "list" a job live on the web that is already in review or storage mode. If you are yet set up as a JobX user please apply on the site. If you have forgotten your password please email vschumac@smith.edu to have it reset. You can then expect students to contact you in several ways to apply for the job and you have the option of also collecting job applications on-line through the site. JobX provides standard letters to allow you to communicate with your applicants and easily review their applications. You may interview as many applicants as you want and take the job back off the web manually when you feel you have enough applicants. The software also allows you to do your hiring with ease. You will enter the ID # of the student you've chosen and it will tell you if the student is work-study eligible and whether or not she has another position already. You will not be able to hire a student who is not work-study eligible and must follow the form to request an exception to the college's policy. The software will allow you to keep all of the applications associated with a job you advertised in case you should need to interview more students.

Campus employers are encouraged to advertise student jobs available for the upcoming academic year in April. This timing coincides with pre-registration so that students may arrange their class schedules and jobs simultaneously. This practice alleviates some of the stress at the opening of school for the employer in need of immediate student help. Since campus jobs are open to upper-class students and not to incoming first year students, it is advisable to advertise in the spring for your fall employees. If you use an on-line application we advise you to include question to verify that your applicants are not first year traditional age students and that your applicants have work-study currently and are applying for the upcoming year..

Hiring

Official on-line **hiring** of the students on JobX occurs during mid-summer when students have been officially awarded work-study in their financial aid packages. Late applicants will not get their aid awards until they are complete, and thus you will not be able to hire them until that time and if they fail Work-Study validation, try again in a week or so. Students must pass all factors in Validation to be hired, meaning they must have an I-9, W-4 and M-4 on file and be set up with Direct Deposit for Payroll, and they must have Work-Study and not exceed 12 hours per week. ***It is mandatory to hire students using JobX and not verbally. Students must be hired before performing any work and they must by law be paid within 2 weeks of performing any work.***

It is important to make it clear to the student(s) you hire when you expect her to report for the position in the fall - generally within the first week of classes. If they do not contact you within your requested timeframe you are not obligated to hold their position.

Remember that upperclass undergraduate students with work-study have priority for all campus jobs.

In the fall, all campus jobs must be advertised for at least a month to allow upper-class Work-Study students the opportunity to apply. First year students should not be hired for your positions, although you may hire Transfers and incoming Ada Comstocks. First years will be working in their houses for Dining Services, Building Services or as America Reads/America Counts Tutors. Campus jobs are for returning students with Work-Study in their financial aid award.

Hire early! Interview applicants thoroughly and ask for references and resumes. Present the job seriously and the student you employ will be far more likely to take it seriously.

Other Policies

Students who receive no aid whatsoever are free to pursue temporary spot jobs as long as the I-9, W-4, M-4 and Direct Deposit requirements have been met. In special circumstances, a non-work study student may be hired for a position, **but only for a semester at a time**, and only if she is uniquely qualified or if no work study student can be found who is willing and able to do the job. Permission must be granted through the Student Employment Office once the student has been rejected in the Validation Process of hiring. You will need to write studemp@smith.edu and provide the student's name, ID #, the job title, the position index number, and the number of hours the student is hired for. You will also need to explain why you think an exception should be granted. Remember, Smith College has set the policy of priority for work-study students, not Student Financial Services. The Student Employment Coordinator can do an over-ride if one is warranted.

Only students who are U.S. citizens and have federal Work-Study in their financial aid package may work at Off-Campus Work-Study or America Reads/America Counts Tutoring positions as those programs are federally funded.

No student, whether on aid or not, may hold more than one 'full-time' job. This means that if a student is paid a stipend for a position such as STRIDE or House Community Advisor, or if she has a campus job already providing her with 10-12 hours per week, she may not also hold a second campus job. These students have been informed in writing of this policy and in most cases have also been asked to sign an agreement committing to that one position. If a student applies for a position with you, but you find she already has another job, she cannot do both and you will need to continue interviewing for the position. Students may choose to combine two permanent jobs only as long as the total number of "permanent" hours does not exceed 10-12 hours per week. Students with one full-time job also may **not** volunteer for another job that is normally a paid position. To do so would be to take a job away from another student who needs the work.

The limitation of one primary job per student is to insure equity and opportunity among ALL students at Smith and has no bearing on whether the student is on financial aid or not.

Hours and Earnings

For the 2010-2011 academic year, the average upper-class student generally works 10-12 hours a week and has a standard work-study offer of \$2,600. First year students may work a maximum of 10 hours a week and their standard Work-Study award is \$2,100. However, work-study amounts vary and students must refer to their own award letter to verify their personal work-study allotment. Remember too that if your student worker is earning a rate higher than the base of \$8.50 per hour she will have to work *fewer* than 12 hours a week because otherwise she will go through her work-study allotment faster. If she reaches her work-study limit quickly she must then cease working entirely early in the spring semester which will obviously result in a problem for you, the employer. Non-aid students must also abide by the same limitations.

Higher payrates are very limited and set by the Controller. They are already linked to the Job's SP number in BannerWeb and so you do not have the option to choose a higher rate in JobX.

Work-Study applies to the period from the first day of classes on September 7, 2010 through the last day of exams, May 6, 2011. The exception to this is work performed during J-term and that is only for on-campus work. If a student is doing Off-Campus Work-Study her earnings during J-term will count toward her limit. **All spot jobs and work during breaks count toward their work-study limits.**

Payroll's Pay Schedule for students as well as a list of pay rates can be found on Payroll's website at: www.smith.edu/controller/payroll./php.

Appreciating Student Work

Student assistance is very important to the operation of nearly all areas of the College and the work experience students gain can be invaluable as well. Reliability, promptness, and a strong sense of responsibility and discretion are highly valued qualities in a student assistant. Students should take their jobs as seriously as they plan to take jobs in the future. The position, whether on or off campus, should be approached with the same respect and responsibility as any professional position they might hold after graduation. A student's performance at work will reflect on her record and, like her education, be valuable for future employment. Work-study jobs prove to be worthwhile experience, as they are useful in demonstrating career level qualities such as honesty, diligence, ambition, time-management and communications skills. Post-graduate employers considering the application of a Smith graduate consistently contact the Student Employment Coordinator regarding employment records. They recognize that students acquire skills working in college that transfer directly to their careers. You may choose to provide your student employee with a letter commending her performance in addition to the verbal praise you might offer.

There is a [Recognizing Excellence Awards Reception](#), held each April, which is designed to recognize and honor the contribution that student leaders and Student Organizations make to life at Smith. These awards are selected from submitted applications for honors in community service, programming, leadership, student employment and social justice advocacy. Employers are encouraged to nominate student employees that they find extraordinary. There are nine awards that are presented and the Campus Center and the Student Government Association jointly plan this event. Faculty, staff and students from across campus are brought together to serve as members of the selection committee and as presenters. Visit the [LEAP \(Leaders Engaged to Achieve their Potential\)](#) website hosted by the Campus Center to learn more about leadership opportunities at Smith.

In addition, many departments honor their students' hard work and commitment themselves in various manners. For instance in Student Financial Services we host a pizza lunch for our student workers at the end of each semester and give our graduating seniors parting gifts in May. The College could not operate without the valuable assistance of its students and in many cases students form lasting relationships with employers and faculty that can positively impact their personal and professional life.

Termination and Dismissal

If a student's job performance is unsatisfactory, the supervisor should discuss the situation with the student and make an effort to assist her in improving her performance by clearly communicating expectations, perhaps setting up schedules and meetings and "to do" sheets. Past reasons for termination range from persistent irresponsibility/unreliability to abuse of their position in some manner to payroll fraud. If assistance is needed in dealing with the student concerning job related problems, please call the Student Employment Coordinator. If the situation does not improve, the employer should describe, in writing, problems with the student's job performance and maintain written records. If a student is terminated, a copy of the termination letter should be sent to the Student Employment Coordinator. No employer is

obliged to retain a student who does not perform her job, although it is important to allow the student to improve once she's been informed of your concerns with performance.

Student Employment/Payroll Violations

A student may be terminated immediately in cases of:

- * Falsifying a timesheet
- * Stealing
- * Insubordination
- * Breach of confidentiality
- * Physical or sexual abuse

Student Wage Budgets

In order to hire any students a department or professor must have a budget from which to pay them. The Student Employment Office does not supply this budget to employers. Contact the Budget Office with inquiries regarding budgets for student employees.

Please note that according to Federal Regulations student workers may not be used to replace staff.

Students on financial aid with Work-Study have first priority for your job, no matter where your funding comes from. Keep in mind that the departmental student employment budget line refers to work-study during the academic year. If you plan to hire students during the summer, you must make sure you have a line in your student employment budget specifically for summer help. Work-study runs from the first day of classes in the fall, September 7, 2010 through the last day of exams, May 6, 2011. Any work done before or after those dates must be paid out of the department's summer work budget, which is completely separate from work-study. Direct any questions regarding departmental student employment budgets to the Budget Office.

When submitting budgets, department heads request a specific amount to be allocated for student wages. Students receive remuneration for any work they complete for the department from these designated funds, hence the SP number necessary when you set jobs up in JobX. Requests for increased student budgets should be directed first to the department head.

Student Wage Rates for 2010-2011

The base hourly campus pay rate for 2010-2011 is \$8.50 an hour, up 25 cents from last year. Payrates are linked in Banner to the SP number you use. All pay rates are set by the Controller, and not by the Payroll Office or Student Employment Office. Any pay rate higher than the standard rate must be approved by the Controller. Supervisors may not arbitrarily choose a rate and must consult with him before offering a student a higher pay rate. The Controller provides a

memo to department heads listing all allowable pay rates, which is also on [Payroll's website](#), and the rates paid on students' timesheets will reflect those rates according to type of position.

IMPORTANT: You must hire your student into JOBX immediately before she begins work for you. It is never sufficient to verbally hire a student. Once she is hired into JOBX the information is delivered to Payroll and a timesheet is produced for her. It is mandatory that student timesheets on WTE be submitted for payment within two weeks of performing the work.

Set up a system so that students submit their timesheet to you in plenty of time for you to review and approve them on Banner Web Time Entry. Please also make sure that you have a Proxy set up who knows your student's schedule and can approve her timesheet if you are unable to do so.

Security and Confidentiality Agreements

ITS has a Comprehensive Information Security Program everyone should be aware of:

COMPREHENSIVE INFORMATION SECURITY PROGRAM

v.1.2, May 2010

1. Statement of Purpose

This is an umbrella document intended to bring together a panoply of information and data security processes and policies in an effort to enhance the overall security of the information that touches all aspects of the college's workings, and ensure compliance with all applicable laws and regulations.

Security is an ongoing process, and accordingly, this document is a living document. It is not, in itself, a policy or procedure; It is intended rather to allow for policies, procedures, and best practices to be effectively defined, utilized, and updated toward the general purpose of enhancing the overall information security of the institution.

This document addresses all data regardless of form or media.

2. Information Security Overview

Information technology (IT) security goals are often distilled into the three core concepts of confidentiality, integrity, and availability. Very simply, confidentiality refers to ensuring that only authorized users are allowed access to data or services. Integrity refers to the trust that the information and services provided and received are accurate, valid, and come from a known or authorized source. Availability seeks to ensure that IT information and services remain

available and useful for all who need them.

In practice, IT security is about processes designed to balance risk mitigation with pragmatic utility, and the vigilance to dynamically alter processes and practices as those risks and utilization needs change. Smith College has incorporated many components and processes designed to work toward these goals and provide our community with both security and usability.

EMPLOYEE INFORMATION SECURITY POLICY

Every employee and volunteer who has access to personal, confidential, and sensitive information has a duty to protect that information from unauthorized access. Managers are obligated to ensure that employees and volunteers are aware of this policy and advised on how to perform their work within the boundaries of this policy.

- Confidential information is data whose loss, corruption or unauthorized disclosure would violate federal or state laws or institutional contracts, impair the academic, research or business functions of the college, or result in any business, financial, or legal loss. Examples: Any data explicitly identified as protected under law, data protected by contract or grant authority such as grant funded research data, copyrighted information, medical information, personnel information, and account or financial information of the college.
- Personal information, a subset of confidential information, is defined by Massachusetts General Law 93H as a person's first name and last name or first initial and last name in combination with any one of the following: Social Security number, or driver's license number, or state-issued identification card number, or financial account number, or credit card number, or debit card number.
- Sensitive information is data whose unauthorized disclosure is not a violation of law, does not impair business or result in a financial loss but may be damaging to our students, employees, or alumnae or to the college's reputation and thus require a higher degree of security than other information. Examples: A list of donors' names and contributions, a list of employees names and salaries, detailed building plans for buildings that contain secure locations, data network maps, Board of Trustees notebooks, or class exams.

Therefore, the college expects employees and volunteers to comply with the following data security standards:

- Always password protect your computer on startup and when waking from sleep or screen-saver mode; Always activate sleep or the screen saver, or log out when leaving your computer unattended.
- Never share confidential data, including personal information, with another employee unless the employee has been authorized by the data custodian (typically the head of the department that collects and maintains the data).

- Strictly limit the amount of confidential data, including personal information, stored on desktop/laptop computers and network drives to that which is necessary to accomplish the legitimate purpose for which it was collected or extracted from institutional databases and to remove confidential data from the desktop/laptop computers and network drives upon completion of the work.
- Never store confidential data, including personal information, on portable storage devices such as portable hard drives, USB flash drives, CDs, DVDs, mobile phones, and personal digital assistants.
- Never store confidential data, including personal information, on a laptop unless there is a legitimate business purpose and the data is encrypted on the laptop.
- Avoid sending confidential data and never send personal information in an electronic mail message; Password protect or encrypt email attachments that contain confidential or sensitive data.
- Never transmit confidential data, including personal information to third-party service providers unless all of the following conditions are met: there is a legitimate business purpose, the data is encrypted during transmission (such as using a secure website or secure file transfer protocol), and the recipient encrypts or stores the data on a secured host or in a secured location.
- Always comply with the college's [Policy on Remote Access for Administrative Information Systems](#) and [Policy on the Acceptable Use of Computer Resources](#).

Violations of college policies are addressed according to procedures outlined in the Staff Handbook and may result in the removal of computer access privileges and/or more serious sanctions. Some offenses are punishable under state and federal laws.

Information about acceptable practices in transmitting files securely is available on the ITS website at: http://www.smith.edu/tara/file_transfer/secure_ftp.html

Instructions for encrypting data on computers are available on the ITS website at: http://www.smith.edu/tara/smith_network/truecrypt.html

Questions regarding the Employee Information Security Policy should be directed to the [Executive Director of Information Technology Services](#).

Approved by ITCC, May 18, 2010

Sample Confidentiality and Policy Agreement:

Student Worker Confidentiality and Policy Agreement Form

I, _____, accept all of the responsibilities and duties which come with my employment in the Office of Student Financial Services as noted below.

Confidentiality

I will protect and maintain the confidentiality of all information acquired while working in this office, be it information accessed/acquired from computer screens, written documents, office files, or through contact with parents, students, faculty and staff. I further understand that such a breach of confidentiality is an invasion of privacy and immediate grounds for dismissal.

I will not read or view any documentation or information regarding a student that is not absolutely pertinent to my duties. I further understand that to do so is an invasion of privacy and immediate grounds for dismissal. I understand that I can reference the Smith College Comprehensive Information Security Program for more information regarding Smith College's policy on data security.

Conscientiousness and Professionalism

I agree to safeguard all materials that I work with, including currency, checks, documents, files, in carrying out assigned duties. I understand that loss, damage, negligent care or alteration of any of the materials listed herein may be grounds for dismissal or other disciplinary action.

I further understand that I must initiate seeking work to my supervisor or other staff when I have completed all other jobs – doing no work and waiting to be approached to see if work is needed is unacceptable.

I understand that if no work is available, that I may be excused for the day, with such excused time being unpaid.

I will maintain a conscientious and courteous attitude, keeping in mind that I represent this office and the College.

I understand that accessing the Internet, leaving the office temporarily without notifying my supervisor or other appropriate staff, making unnecessary personal calls, excessive socializing during scheduled work time is disallowed.

Customer Service

I will answer inquiries from parents, students, staff and faculty and others to the best of my ability and be sure before answering that my response is in accordance with both Smith College and this office's policy. When responding to an inquiry from a student, parent or outside party, I will note my position and that I am not the final authority.

Attendance/Punctuality

I will endeavor to adhere to my established work schedule and will notify my supervisor or another appropriate staff member as soon as possible of any deviations such as illness or late arrival. I will make arrangements in advance to adjust my schedule as needed because of course changes, vacations, exams, etc. I understand that student worker reliability is critical to this office, and if I find that I cannot provide the commitment as expected and agreed upon, I will provide two weeks notice to the office manager so that there is sufficient time to hire a replacement.

Student Signature

Date

Office Supervisor Signature

Date

