

Housing Services Student Staff Agreement

Fall 2017- Spring 2018

As an employee of Housing & Residential Education, Housing Services student staff are essential to the on-campus experience of residents. There are three student staff positions covered by this agreement: Desk Clerks (DCs), Mail Clerks, (MCs), and Special Events Assistants (SEAs). Together, the positions are referred to as “student staff,” “Housing Services student staff,” or “staff” in this agreement. While all expectations outlined in this agreement apply to each member of the Housing Services student staff team, certain positions have specific expectations highlighted in the agreement.

DCs provide first line response and desk reception services for the residence hall community and the Department of Housing & Residential Education. DCs also support the safety and security of our students by ensuring safe and accurate management of keys and card access. MCs provide essential mail services to the residential community by sorting and delivering mail and logging and sorting packages. Through excellent customer service to visitors (i.e., students, parents, faculty/staff, USF non-affiliates, etc.), Housing Services student staff members are essential to creating a positive residential experience for USF students and visitors.

I. GPA/Credits

- A. I understand that I must be a degree-seeking student, progressing toward graduation, at the University of South Florida-Tampa (USF) and be enrolled in at least six (6) credit hour (undergraduate or graduate) during the semester(s) in which I am employed.
- B. Maintaining academic excellence is a top priority for Housing Services student staff. I understand that I must remain in good academic standing with the university in order to continue in my position.
 - i. I understand that I must maintain at least a semester and cumulative 2.0 minimum GPA.
 - ii. If I fall below the minimum GPA (either semester or cumulative), I may be granted one semester of probation at the sole discretion of the Assistant Director for Housing Services. I understand I will only be granted one semester of probation during my tenure as a student staff member, and if I fail to meet minimum GPA requirements at the conclusion of the probation period, my employment as a student staff member will end immediately without any further obligation on the part of USF.

II. Training

- A. I will attend fall training on August 14 and August 15, 2017 from 9:00am-5:00pm on both days. I must stay for the entirety of training and must not schedule any outside commitments during this time. I will also attend spring training on January 20, 2018 from 9:00am-5:00pm.
 - i. If I anticipate I may not be able to make any portion of fall or spring training, I will submit a prior written request for an exception to the Assistant Director for Housing Services for approval. I understand that consideration will be given to written requests submitted no later than July 15, 2017 for fall training and December 8, 2017 for spring training. I further understand that not all requests will be granted and that I may need to decide between competing opportunities.
- B. I will fully participate in all training sessions, including any online training modules for fall training, spring training, or any on-going training required of the position.

III. Dress Code and Personal Hygiene

Housing Services student staff represent the Department of Housing & Residential Education. As such, I understand that I must meet minimum expectations in regards to hygiene and personal appearance.

- A. My uniform consists of a Housing & Residential Education staff shirt and magnetic name badge, provided by the department, and pants. Shorts and skirts are prohibited. A staff shirt and name badge is only provided to me during my tenure as a Housing Services student staff member and must be relinquished to my supervisor if I am no longer serving in the position.
- B. I must show up to my shift wearing my uniform and cannot use the front or back work spaces to change into my uniform.
- C. My uniform must be worn at all times that I am functioning in my role. My name badge must always be visible.
- D. If I lose my staff shirt or magnetic name badge, I must inform my supervisor immediately so a replacement can be ordered. I understand that I may not be able to work a shift until these items are replaced. The cost of replacing a lost shirt or name badge will be posted to my OASIS account.
- E. I understand that I am personally responsible for regularly washing my staff shirt. If my staff shirt is dirty, stained, or wrinkled, I may be asked to end my shift and find an immediate replacement. Consistent violations of uniform cleanliness may result in disciplinary action, up to and including termination.
- F. I understand that I am not to alter my staff shirt or name badge in any way. This includes, but is not limited to, cutting, writing on or staining the shirt. Should this occur, I understand that the damaged item will be collected and my OASIS account will be charged.
- G. I understand that at the end of my employment I am expected to return the staff shirts and name badge issued to me or my OASIS account will be charged. This includes terminations.
- H. Personal hygiene is critical to providing excellent customer service and for maintaining a positive work environment. All attempts should be made to minimize body odor and to maintain a well-groomed appearance.
 - i. Personal hygiene can be subjective in nature and can vary between religious, racial, gender, and/or ethnic backgrounds. Any concerns about personal hygiene will be addressed on an individual basis, and I understand that if I have any questions or concerns about personal hygiene, I will work with my supervisor to address these concerns.
- I. I must wear pants that are appropriate for the workplace and for providing welcoming customer service. Bottoms should not be soiled, wrinkled, or torn. Pajama bottoms and sweat pants are unacceptable.
- J. Footwear must be safe, sensible, stable, and in good order. Footwear must always be worn when working my shift.
- K. Any jewelry, tattoos, accessories, or other apparel must be appropriate and not cause offense or be a health and safety hazard.

IV. Pay and Timesheets

- A. Failure to accurately record my shift start and end times may result in unpaid hours.
 - i. If I fail to clock in and/or out for a shift, I should notify my supervisor immediately. I understand that my supervisor may need to verify the start and/or end time of the shift to determine the hours worked. In addition, I understand I may not be paid for any hours that result from failure to properly clock in or out.
- B. I understand that I must complete my timesheet correctly and in accordance with my supervisor's expectations and USF policies. If my timesheet is not turned in and signed by the requested deadline, I understand that my pay for the pay period may be delayed.
- C. Inaccurately or dishonestly recording time unworked may result in disciplinary action, up to and including termination.
- D. I understand that I am not able to work more than my authorized weekly hours without permission from my supervisor.

V. Shift Expectations

- A. I must arrive no later than five minutes before the start of my shift.
- B. DCs and MCs must change the welcome signage at the desk to reflect their name and shall not write or draw anything that may be construed as inappropriate or offensive.
- C. I must record my shift start and end time by clocking in at my authorized work station.
- D. I understand that my assigned shifts must always be covered. If I am unable to work a shift, it is my responsibility to find a replacement.
 - i. I must let my supervisors or the Student Assistant know if I am dropping a shift no more than 2 hours in advance.
 - ii. I understand I must drop my shift from SubtUp and not do a swap.
 - iii. If I fail to find a replacement and/or do not arrive for a scheduled shift, I may be subject to disciplinary action, up to and including termination.
 - iv. I understand that as a part of my role I am a member of a team. If I am consistently unable to work shifts and consistently attempt to find replacements, I may be subject to disciplinary action, up to and including termination. If there are extenuating circumstances preventing me from fulfilling my scheduled shifts, I should speak to my supervisor immediately.
 - v. If I am unable to find a replacement for my shift, I understand I am still responsible for my scheduled shift and any tardiness or absence may result in disciplinary action, up to an including termination.
 - vi. If I cannot work a shift and find a replacement, it is my responsibility to notify my supervisor during business hours (Monday-Friday, 8am-5pm) and when the university is open. If it is outside of business hours or a university holiday, or if I am unable to contact my supervisor during business hours, I must contact the Student Assistant on-call.
- E. I will open the Housing Services Canvas course at the beginning of each shift. I will review all announcements and discussions that have been posted and review materials in the modules for familiarity. I understand supervisors will communicate mostly through Canvas announcements. It is highly suggested that each student staff member ensure Canvas announcements are sent to their USF email.
- F. I will check my USF email at the start of every shift and periodically throughout my shift. I will pay attention to any work-related emails from my supervisor, USF, or the Department of Housing & Residential Education.
 - i. I also understand that I must check my USF email every day for important job-related messages, regardless of whether or not I am working a shift at the time. I understand that my employer will communicate with me through my USF email and not through a personal email address.
- G. I understand that I must communicate any important information, on-going tasks, and/or issues that need to be addressed to the staff member relieving my shift. This helps the staff member to be aware of critical information to effectively execute their job responsibilities. I will also ensure that I am informed of issues prior to the start of my shift.
- H. I must answer the phone in a timely fashion and must be friendly and speak clearly.
 - i. If I must place a caller on hold, I will always inform the caller of this and then thank them for their patience.
 - ii. I understand that I must be familiar with all functions of the phone, including the hold and transfer procedures.
 - iii. I must not keep a caller on hold for an extensive amount of time.
 - iv. I understand that if a phone is ringing, I will take initiative and responsibility to answer the phone, even if other employees or supervisors are present.
 - v. To ensure I have collected accurate information, I will always take notes while on the phone, ensuring that I receive the caller's name/company, reason for calling, and their need, if applicable.
 - vi. I will ensure that all messages are passed to the appropriate recipient and that all pertinent information is included to assist the individual in responding to the call.
 - vii. When answering the phone, I will address the caller in the following manner: "Thank you for calling the [location], my name is [first name], how I can help you?" The respective location at which you may work include: Holly M 24-Hour Desk; Juniper-Poplar 24-Hour Desk; North Package Pick-Up Center; and South Package Pick-Up Center
- I. No more than two (2) DCs should be at the desk at any given time.
 - i. If the maximum number of employees is already present at a desk, I should only use the desk for transactional or business purposes and minimize my presence at the desk if possible.
 - ii. If I am not scheduled for a shift, I will not be sitting behind the desk or at the mailroom/package center unless instructed by a supervisor or staff member of Housing & Residential Education.
- J. I will keep the desk organized and clean at all times. The service countertop must always be free of non-USF property. I will keep my supervisor aware of any supplies that are low or are needed to perform my duties.
 - i. ID cards/licenses required for cart check-outs should be placed in the appropriate binder. I will not leave cards on the desk.
 - ii. I will keep all temporary cards in order and in the binder provided for storage.
- K. I understand that I am not permitted to use my personal cell phone during my shift. This includes checking text messages, social media, and taking phone calls. My cell phone must be on vibrate/silent and hidden from visitors. If there are extenuating circumstances that may require the use of my cell phone during my shift, I will notify my supervisor.

- L. I am not permitted to allow any personal guests behind the desk. If a personal guest is visiting me, I will inform them that I am working and that they must minimize their visit. A personal guest must leave whenever I am serving a visitor or caller or whenever visitors are within the service area.
- M. I will not be allowed to eat at the desk unless given special permission. Drinks are permitted, but must be kept at a reasonable distance from any USF-property, including the computer(s) and phone(s). Drinks should also be hidden from the public view if not being used.
- N. I will not wear any headphones at the desk or listen to loud music. Staff are permitted to use ear buds or small ear devices, but only in one ear. Music should not be able to be heard by a visitor.
 - i. No sound related to personal or academic matters should emanate from the desk computers or personal electronics.
- O. No personal materials, including laptops, bags, or textbooks should be placed on the service countertop.
- P. I understand that studying is permitted at the desk, but that I must complete all job-specific duties before studying.
 - i. I will not study if visitors are waiting at the desk or I am actively serving visitors.
 - ii. Studying should not interfere with my job performance.
- Q. A visitor's first impression of our desks, and possibly USF, often comes from Housing Services student staff. I am expected to maintain a positive and professional attitude at all times. Therefore, I commit to providing exceptional customer service:
 - i. I will greet all visitors who walk within 10 feet of the service desk, greeting them with a smile, a greeting of "hello" or "how may I help you?"
 - ii. If a rude visitor or caller confronts me, I will maintain professionalism at all times. I will report any rude or disrespectful visitors or calls to my supervisor.
 - iii. If I am on the phone, I will acknowledge visitors with a nod or non-verbal indicator to let them know I will assist them shortly.
 - iv. I will always smile at all visitors who I am assisting or who are waiting for assistance.
 - v. I will fully assist visitors with their questions or requests. If I do not know the answer, I will do my best to research the answer for them instead of referring them to another resource.
 - vi. I will remain educated on all services provided by Housing & Residential Education in order to best serve the visitor or caller. This includes knowing all full-time staff and professional staff members on the "About Us" page of the Housing & Residential Education website and understanding all policies and procedures.
 - vii. I will utilize the Housing & Residential Education website as frequently as possible to assist in answering any inquiries instead of referring visitors to the site.
 - viii. I understand that I must read and consult the "A-Z" desk manual and be familiar with all sections in order to best serve visitors and callers and to understand processes and procedures.
 - ix. If a visitor has asked to meet with a staff member, I will find out who the visitor is and with whom they are meeting. I will contact the appropriate person(s) and either escort the visitor or tell the visitor that someone will be with them shortly. If possible, I will escort the visitor to the person with whom they are meeting.
 - x. Under no circumstances will I provide inaccurate information or information I am unsure of to a visitor. I will either consult resources or connect a visitor to the necessary resource.
 - xi. I will utilize all of the staff resources available to assist me in my duties and providing exceptional customer service. I will know how to access all of the phone numbers, office locations, and hours of Housing & Residential Education staff and offices. I will also understand how to contact a staff member of Housing & Residential Education during business hours, weekends, after hours, and on university holidays.
 - xii. I will have a full understanding all of all of the systems I must use to perform my duties, including, but not limited to, C-Cure, RMS, Mercury, KeyTrak, SQBX, MyUSF, Canvas, SubItUp, the office phone, etc. If I do not understand a system I must use to perform a job function, I will speak to my supervisor immediately.
 - xiii. Exceptional customer services includes knowing all of the functions and responsibilities of my position. I will consult the "A-Z" staff guide regularly and understand all processes and procedures expected of me.

VI. Mail and Packages

The handling and processing of Federal mail and packages is important and sensitive. Attention to detail is critical.

I will follow all Federal laws and USF policies in regards to mail and packages.

- A. I understand that I must always check IDs before issuing a package.
- B. I will not allow students to sign for a package until they have the package in hand. If a package cannot be found, I will not dismiss a student until I have made all attempts to locate the package, which may include contacting my supervisor for assistance.
- C. I understand that I must keep a log of all "return to sender" packages and mail. I will ensure that I am aware of all policies and procedures in regards to returning packages, in addition to understanding the information available to me that will assist me in identifying packages that belong to a spouse/family member, USF staff member, or a USF affiliated partner. Before returning a package to the sender, I will make all attempts to verify that the package does not belong to a current resident or affiliate of the Housing & Residential Education community. I understand that the resident roster is not exhaustive of all package and mail recipients.
- D. I will contact a student as soon as possible to inform them of packages waiting for pick-up at the main post office. I will also immediately contact students by email or phone if flowers, fruit, or perishable items are delivered for them.
- E. If a package or mail is damaged, I must document the damage according to the proper procedures from my supervisor and also inform the resident that we have documented the damage before delivering.
- F. I will keep my supervisor aware of any supplies that are low or are needed to perform my duties, including USPS forms.
- G. I must have a full understanding of all processes and procedures for handling and processing mail and packages.
- H. I understand that I cannot give a package to any person except the intended recipient.
- I. I must remain aware at all times of any suspicious packages and notify my supervisor or University Police immediately. A suspicious package may include packages/mail with no return or verifiable address, excessive postage, protruding wires or ticking sound, strange odor or oily residue.

VII. Special Events Assistants

Special Events Assistants assist with beginning of semester check-ins and end of semester check-outs, including the set-up and breakdown of multipurpose spaces used for special events. SEAs are also considered to fill DC and MC shifts as needed.

- A. SEAs must adhere to all of the policies set forth in this agreement.
- B. SEAs may have infrequent or inconsistent hours. Therefore, SEAs must remain educated on all duties of the DC and MC positions and should not sign up or work a shift if they are unsure of their expectations.
 - a. SEAs should seek out their supervisor to receive clarification or re-training.
- C. SEAs must always read any announcements or notifications from supervisors, even if they have no active shifts scheduled.

VIII. Keys and Access

Managing key and card access is a critical function of Housing Services student staff. Staff should understand the critical nature of following proper processes and procedures when handling keys and card access.

- A. I will follow university policies in regards to key(s) and identification card use and will not give my key(s) or identification card to others.
- B. I understand that the misuse or misplacing of master keys, student room and spare keys, USF ID cards, and any work-related keys, access, and Housing-issued identification may result in progressive discipline, up to and including termination from the my position.
- C. I will never issue a key if I am unsure of a person's identify or if I am unsure if they should have access to the space.
- D. I will correctly issue all keys and access cards in accordance with the policies and procedures provided by my supervisor.
- E. I will never take a key unissued to me outside of the desk area unless for a work-related function.
- F. If I lose any student or work-related key or access card, I will notify my supervisor immediately.
- G. Keys are to be accessed from KeyTrak only when necessary. I should only access keys deemed necessary by my position and supervisor. Failure to follow procedures regarding key access may result in documentation, probation, termination, criminal charges, and/or referral to the Office of Student Rights and Responsibilities.
- H. Keys should only be checked out from KeyTrak when necessary and returned immediately after use or when returned by a resident or staff member. Keys lost by a student staff member may result in progressive discipline, up to and including termination, and/or referral to the Office of Student Rights and Responsibilities. I may also be responsible for costs associated with any key I have lost.
- I. I will follow all of the procedures for accurately checking out/in keys and temporary access cards using the Mercury system. If I do not feel proficient using the system, I will consult my supervisor immediately.

IX. Interpersonal Expectations

As a Housing Services staff member, I will invest in the overall customer service experience of visitors.

- A. I will be available and accessible to visitors.
- B. I will assist visitors with their concerns while ensuring confidentiality, referring students to appropriate resources, and recognizing and reporting concerns and issues to my supervisor.
- C. I will not participate in any dialogue that could be interpreted as negative or demeaning toward residents, another staff member, faculty, affiliated partners, or Housing & Residential Education.
- D. I will not participate in any form of gossip concerning residents and/or housing staff with residents, Housing & Residential Education affiliated faculty and partners, other visitors, or supervisors, and will consider the time, place and manner in which I engage in conversations.
- E. I will maintain a positive working relationship with my supervisor, showing respect for him/her as a supervisor and as a person. I will keep my supervisor informed of relevant issues in a timely manner, provide feedback as appropriate, and I will accept feedback in a professional manner.
- F. I will communicate directly with fellow staff members and my supervisor in any situation where I feel that I am not being heard.
- G. I will not participate in any behavior that may be construed as undermining to the group dynamics of the staff.
- H. I will work collaboratively with my fellow staff members and supervisor to resolve interpersonal conflicts.
- I. I will not be involved in any actions that may cause harm or potential harm to another individual or cause an individual to believe that harm may come to her/him.
- J. I will enforce policies within the scope of my position consistently and without bias or malice.
- K. I will serve as a role model for residents and other staff by:
 - i. Upholding all laws, policies, and procedures of the State of Florida, the University of South Florida system, and Housing & Residential Education.
 - ii. Treating members of the community, visitors, and others with respect.
 - iii. Being respectful of others' differences and ethnic/cultural backgrounds.
 - iv. Confronting inappropriate behavior in a respectful, assertive, and responsible manner.
 - v. Using all Internet and computer related communications (i.e., email, Canvas, Twitter, Facebook, etc.) in an appropriate manner.
 - vi. Maintaining good standing with the University, Housing & Residential Education, and the Student Code of Conduct.

X. Facilities and Operations

I understand that Housing Services staff members play an important role in the management and operation of the residence halls and facilities and that my responsibilities include:

- A. Reporting facility concerns through School Dude requests and following emergency duty procedures.
- B. Reporting emergency situations and enacting emergency procedures when necessary.
- C. Building relationships with and supporting Maintenance and Housekeeping staff efforts to provide safe, secure, sanitary, and attractive facilities.
- D. Not participating in any vandalism/theft that involves, or is associated with, the campus community.

XI. Alcohol and Other Drugs

As a Housing Services staff member I understand that illegal and/or irresponsible behaviors that include the use of alcohol or other drugs on or off campus may affect my job status and lead to termination. Here is a sample list of expectations that will, if violated, result in termination from my position:

- A. I will not consume alcohol or use illegal drugs while working a shift or performing other duties in relation to my position. In addition, I will not be under the influence of alcohol or illegal drugs during a scheduled shift or when visiting the desk, even if not scheduled.
- B. I will uphold all laws, policies, and procedures of the State of Florida, the University of South Florida system, and Housing & Residential Education in regards to alcohol and drugs.
- C. I will exercise responsible drinking, and know that I am always a role model and representative of Housing & Residential Education.

XII. Confidentiality

USF collects, stores, and distributes large amounts of information essential to the performance of university business. While most of USF's information is public record, Housing Services student staff are responsible for ensuring that the information to which they have access is used and released appropriately.

- A. I understand that as a student employee I may have access to confidential information maintained by the university, including information about students, parents, faculty, and staff. I agree to strictly maintain the confidentiality of all such information and to not make this information public. Therefore, it is my responsibility to:
 - i. Protect the privacy of students, parents, faculty, and staff about whom I have information.
 - ii. Refrain from discussing matters pertaining to the office/department, or in the presence of non-office persons.
 - iii. Limit my access to confidential information to that for which I have a work-related need.
- B. In the event I have access to databases containing confidential information, I will use it solely in connection with the performance of my authorized job duties and for no other purpose. I will take all necessary steps to prevent anyone from gaining knowledge of my unique ID or password, keys, or any other measures given to protect information. The use of these items by anyone other than me is strictly prohibited and will be reported to my supervisor when detected.
- C. I understand that I shall not show visitors sensitive information on the computer or desk. Visitors are not permitted to see information related to C-Cure, RMS, Mercury, KeyTrak, or confidential messages or systems.
- D. I understand that any breach of confidentiality by me may result in disciplinary action and/or the termination of my employment. Intentional or flagrant violations may be cause for criminal or civil sanctions.

XIII. Technology

Information Technology resources include all computing and telecommunications equipment, hardware, software, systems, networks and peripheral devices utilized by the Department of Housing & Residential Education employees in conjunction with university-related business or activities. The use of these resources by the Housing & Residential Education staff to further their professional development and knowledge is encouraged. The use of these resources for inappropriate activity is strictly prohibited.

- A. I understand that examples of inappropriate information technology use include, but are not limited to, the following:
 - i. Altering, destroying or unauthorized use of another user's data, programs, electronic mail, or voicemail.
 - ii. Attempting to gain unauthorized access to either local or remote computer systems or networks.
 - iii. Attempting to gain unauthorized access to buildings through C-Cure or giving unauthorized access to another student, staff or faculty member through C-Cure.
 - iv. Attempting to circumvent established security procedures or to obtain access privileges to which the user is not entitled.
 - v. Transmitting unsolicited material such as repetitive mass mailings, advertising, or chain messages.
 - vi. Using the university web access for activities inconsistent with these procedures such as, but not limited to: the display of pornography, the downloading of programs /files to an office computer without appropriate approval and clearance, or activities involving violation of another party's copyright or trademark.
 - vii. Attempting to modify computer systems or software in an unauthorized manner. Staff are prohibited from installing software on their computer without prior approval from their department managers and systems clearance from Information Technology (IT).
 - viii. Using or downloading personal software programs that create operational problems or result in insufficient memory. This includes commercial, shareware and freeware programs. Copyrighted software must also be used in accordance with its license or purchase agreement.
- B. I understand that I am responsible for all actions taken using any computer login ID assigned to me. Appropriate use of a login ID include proper password protection and maintenance for the login ID, not allowing another person to use the login ID, not using someone else's login ID, and not abusing the privileges granted to the login ID. Passwords shall not be written down and should be changed frequently. It is best to choose passwords that are alphanumeric combinations.
- C. Copyrighted software must be used in accordance with its license or purchase agreement and must not be copied or altered except as permitted by law or by the software licensing agreement. Unauthorized copying, distribution or use of such software is a crime and the university, as well as the individuals, may be held legally liable for such actions.
- D. Computer viruses can spread through the sharing of diskettes or the sharing of infected files and software. Some viruses may travel across networks affecting servers and other computers. I understand that I must check disks before reading them by using the virus scanning software available on their office computers. If I suspect a virus on the office computer, I will stop working immediately and notify my supervisor or IT.
- E. I understand that violations of the technology procedures may lead to suspension of my login ID and/or disciplinary action from my supervisor.
- F. USF Policy 0-502, "Appropriate Use of Information Technology Resources", assigns responsibility to all students, faculty, and staff for using computing resources in a responsible, ethical, and lawful manner. I understand that I am responsible for reading and understanding the contents of USF Policy 0-502.

XIV. Additional Policies

- A. I understand that I may be required to serve in multiple capacities and will understand the responsibilities expected of me when serving as a Mail Clerk, Desk Clerk, and or Special Events Assistant.
- B. I recognize that my position is security-sensitive and therefore requires successful completion of a Level-II background check prior to being hired.

- C. I understand that any student receiving a benefit not required for their student position is taxed on the value of that benefit (i.e., free housing or reduced housing not required by the position). For additional information, I understand I can contact the Assistant Director for Housing Services.
- D. I authorize and consent to the release of my records, which shall include my GPA, confirmation of enrollment, and conduct status at the University of South Florida for the purpose of verifying my qualifications as a Housing Services student staff member.
- E. I will not use any work-related system for personal use, including, but not limited to, C-Cure, RMS, Mercury, SQBX, or the office phone.
- F. If a student's phone number or University ID number is listed on the roster, I may issue this information as requested to a university official. All student information must be kept strictly confidential, even if the person requesting it is a parent/off-campus police officer. I should never provide a student room number to anyone besides a university official.
- G. I understand that as a staff member of Housing & Residential Education, I will have to perform specific duties with emergencies (i.e. weather-related, psychological, physical, etc.). I will follow all procedures outlined by Housing & Residential Education and/or my supervisor, and communicate with my supervisor if I am unable to fulfill emergency responsibilities.
- H. I understand that I will be expected to work during the opening and closing of residence halls for each term, including any transition dates.
- I. Other paid employment, applied experiential activities, and significant club participation must be balanced with the time commitments of the Housing Services student staff role. If other paid employment, research assistantships, internships, practica, teaching assistantships, etc. are desired, they should not interfere with my performance.
 - i. I understand that I may need to choose between competing priorities. Job performance must be acceptable at all times. I understand that I may receive progressive discipline, up to termination, if individual performance expectations are not achieved.
- J. In order to qualify for a student staff position in Housing Services, I must be able to work 20 hours a week. However, I understand I am not guaranteed a set number of hours a week.
- K. If I do not plan to sign up for shifts for an extended period of time but wish to remain a Housing Services employee, I must let my supervisor know so I can be marked as inactive until I notify my supervisor I am able to work.
- L. I must immediately notify my supervisor if I plan on seeking outside employment on-campus or off-campus or if I am no longer an enrolled student at USF-Tampa. I must also let my supervisor know if I plan to apply or accept an RA/CM position within Housing & Residential Education.
- M. I will not speak to any media/communication outlet as a representative of the university or Housing & Residential Education.
- N. I will not accept personal gifts or donations. This includes, but is not limited to, accepting or taking items from students during closing.
- O. I will comply with all reasonable work-related requests.
- P. I will follow the additional expectations asked of me by my supervisor.
- Q. I agree to follow all established protocols and expectations.
- R. I understand that this agreement, or any part of this agreement, is subject to change at any time during my term.

XV. Housing Services Student Staff Reappointment

I understand that this appointment is a year-long appointment for the 2017-2018 academic year, that I must apply for reappointment, and that reappointment is not guaranteed. Reappointment decisions are made by supervisors in consultation with the Assistant Director for Housing Services.

XVI. Termination

- A. I understand that I may be terminated from my position by Housing & Residential Education for unsatisfactory performance or breach of contract/agreement. If I am terminated, I must relinquish my staff shirt and name badge to my supervisor.
- B. In case of employment termination, I have the right to appeal the termination decision in writing to the Assistant Director for Housing Services. A written appeal is due to the Assistant Director no later than five (5) business days from the date of termination.
- C. If, after accepting this appointment, I elect not to assume my duties or find that I am not able to perform the duties, it is my responsibility to immediately notify my supervisor, in writing, that I am resigning from my position. I must relinquish my staff shirt and name badge to my supervisor upon resignation.

I understand and agree to the expectations listed above. I also understand that I can access the 2017-2018 Housing Services Student Staff Agreement from my supervisor.

Desk/Mail Clerk Printed Name

Desk/Mail Clerk Signature

Date

Supervisor Printed Name

Supervisor Signature

Date