SUPERVISION OF STUDENT ASSISTANTS

(Please keep for your information)

During the course of the year many on-and off-campus employers will hire UCSC student assistants. The following guidelines should be carried out:

1. Acquaint them with the layout of the office, location of coat rack, supply room or cabinet, etc.
2. Introduce them to the people with whom they will be working.
3. Make sure that they understand the working rules and employment/working hours.
4. Prepare a job plan that will include the following:
   - A schedule of the daily routine and brief description of duties.
   - A list of any additional duties; with clear explanation of how they are to be done.
   - A list of all unit heads and supervisors.
   - Samples of all forms, letters and memos that are used.

Inform the student assistants that at the end of the day the following things should be done:

1. A report should be given of unfinished assignments
2. Desks should be cleared of all material.
3. Electrical equipment should be turned off and covered.

During the course of the day students should not be allowed to use the telephone for personal calls.

Students should be reminded that in order for the office to operate on a normal basis it is important that errands be made as quickly as possible.

Some important points to be discussed with your new student employee are:

1. Appropriate conduct and examples of professional behavior.
2. Dress code, if there is one.
3. Work Schedules (example: breaks, vacations, appointments).
4. Policies and procedures as they relate to students (example: student rights, benefits).

Unless a special exception is established, it is important that student assistants not be assigned duties which handle confidential records, particularly if the student is employed on campus in a unit that manages students records. This would put the student in the position of seeing confidential data about their fellow students and could result in an embarrassing situation and endanger the confidentiality and integrity of the office.

Nine steps to effective communication between the supervisor and the student assistant:

1. Always explain why a job is done. (overview).
2. Show how to complete an assignment. Thoroughly explain duties and responsibilities.
3. Make certain instructions are understood.
4. Allow time for practice. Provide adequate time to train
5. Be patient.
6. Give praise when work is done well.
7. Practice constructive criticism
8. Give consideration to the feelings and dignity of your student employees

A record of class schedules and time worked should be accurately maintained for all student assistants. Time records should be submitted monthly by the deadline in order to receive a monthly paycheck.