

**WORKING TOGETHER
GUIDELINES & EXPECTATIONS**

Dated: April 25, 2008

The purpose of these guidelines and expectations is to enhance SSTA's ability to provide exceptional service to customers of our supported departments. To help us focus on customer service, all employees need to be aware of the policies, procedures, practices, appropriate behavior, and general work guidelines that may impact our efforts in providing outstanding service. SSTA will comply with all University, School and Department policies, practices, and procedures. We are challenged by the high expectations that VPSS has for SSTA to conduct ourselves in a professional and appropriate manner when at work and when representing the University, School or SSTA.

The "working together guideline" is provided to give employees a convenient guide. This handout will serve as a reference if problems arise concerning general work practices. From time to time you may receive updated information concerning changes in policy. Should you have any questions, please ask your immediate supervisor. The information contained in this handout is not inclusive of all the expectation for our work. It is subject to change as a result of internal or external influences, changing work requirements, needs of the employees, and/or needs of the department.

How We Work Together . . .

The importance of our work evolves around expectations, and more importantly, how we work together to meet these expectations. As professional individuals doing work that requires knowledge and skill, we work best as a team. As a team, we are able to accomplish our individual goals and the goals of SSTA.

We need to focus on some basic principles when working together or with customers:

- Focus on the situation, issue, or behavior, not on the person.
- Maintain the self-confidence and self-esteem of your coworkers.
- Maintain good relationships with your coworkers, your supervisor and customers.
- Take initiative to make things a little better.
- Lead by Example.

The work environment is important to our success and will be:

- Harassment free.
- Nondiscriminatory.
- Alcohol and Drug-Free.

Work Standards . . .

In business, as elsewhere, we are expected to meet certain standards of conduct. As we strive to provide quality service to our customers, it is important that we identify those work standards that measure our effectiveness and success.

We will in our work:

- Maintain strict confidentiality of customer files and E-mail.
- Make appropriate use of University equipment.

- Not accept appointment or engage in any business that diverts attention from University duties without prior approval and completion of the form 32A (Application to Engage in Outside Activity.)
- The dimensions of performance that will be used to measure success are:
 1. Ability to adapt to a large variety of situations while maintaining effectiveness.
 2. Commitment to a position or plan of action until the desired objective is achieved or is no longer reasonably attainable.
 3. Proven practice of exceptional customer service by listening to and understanding the customer, anticipating customer needs, and giving high priority to customer satisfaction.
 4. History of high activity or productivity - doing what is necessary to get the job done.
 5. Carry out duties in a courteous and professional manner in daily business activities.
 6. Ability to learn and use new job-related information, tools, techniques, and methods in a timely manner.
 7. Experience with cooperative teamwork; demonstrated consideration for the feelings and needs of others; awareness of the effect of one's behavior on others.

When You Need To Be Gone . . .

Purdue University acknowledges that occasionally an employee must be absent from work. Absence policies and procedures have been established to provide a consistent system for allowing employees time off and to prevent problems for both supervisors and fellow employees. Punctuality and reliable attendance are important to your success and the success of SSTA. Abuse of time off can cause significant problems in completing the work and shifts the workload to fellow employees. As professional employees, it is important that we are aware of and comply with the attendance policies and procedures in order to provide continued quality service to our customers. Whenever possible, you are to set your Outlook "out-of-office" message and your telephone voicemail greeting to reflect the time off dates and alternate contact information.

- *Illness* – If you are unable to report for, or perform work due to illness, doctor's appointment, surgery or other justifiable cause, you must report to your supervisor your expected absence in advance, when practical. If the illness is unexpected the employee must notify his/her immediate supervisor, or for Workstation Technology, by calling the helpdesk, leaving voice mail, or emailing sswt@lists.purdue.edu before your scheduled time of work. Form 33A (Request for Approval of Absence from campus Duty) must be filled out prior to the absence if you know in advance, or the day you return to work. SSTA requires a doctor's statement after missing 5 consecutive work days due to illness. A doctor's statement may also be required where there is a pattern of frequent absence due to illness.
- *Vacation* – The University grants vacation for rest, relaxation, and regeneration purposes. We strongly encourage you to use your vacation throughout the year. Vacation time should be scheduled with your immediate supervisor a minimum of two weeks in advance. Exceptions due to emergencies will be considered. Advanced notice of less than a week will be granted when possible for vacation time or one or two days. Due to demands of customer service, multiple staff members may not be granted vacation at the same time. For Workstation Technology, consult the SSTA time off calendar and speak to your supervisor prior to submitting a request if two other team members are already scheduled off. Vacation will not be able to be granted during the Annual Equipment Lifecycle Replacement Project except for emergencies. We encourage each employee to not put themselves in the position where they lose vacation if they don't take it during this specified period of time when vacation is not granted.
- *Personal Days* - Three days per fiscal year are set aside for personal business that you can't conduct on Saturdays or during the week before 8:00 a.m. or after 5:00 p.m. An example of

taking a personal day would be to attend the closing on a house purchase or sale. The use of personal time must be cleared in advance with your immediate supervisor. It is never acceptable to take personal time without prior notice, except in emergency situations.

- *Other* - The University offers paid time off for:
 1. Death in Family– Absence without loss of salary or vacation not to exceed three days dependant on the relationship of the deceased.
 2. Jury Duty – You can receive full pay to serve as juror or court witness as a result of a subpoena issued by the court.
 3. Military Duty – Your Leave of absence will be granted for the period you are ordered to active duty plus travel time for a maximum of 15 calendar days per year.

When At Work . . .

To provide better service to our customers and each other, we need to maintain a friendly and productive work environment. It is essential for us to realize the importance and impact of our work area, consistency in performing services, our availability to perform services, and our friendly demeanor. The following guidelines are aimed at helping us maintain a productive and inviting environment.

- *Workstation Technology Hours* - Our customers expect SSTA-WT to be available between the hours of 7:30 a.m. to 5:00 p.m. Employee work hours are either 7:30-4:30 or 8:00-5:00. Employees are expected to be available during these hours with a one-hour meal break. Exceptions should have prior approval from your immediate supervisor.
- *Time Cards* - To ensure accurate communication and to keep things running smoothly; we have identified some areas that are important with time cards.
 1. Blank time cards are located in the mailbox near the lab area.
 2. Timecards should include; name, date, flex, regular and overtime hours, pay period number, etc.
 3. Your workweek starts on Monday and ends on Friday.
 4. The SSTA Manager is to sign your time card. If this person isn't available the SSTA director or Assistant Vice President will sign it for you.
 5. Completed time cards are to be turned in to the SSTA Manager's mailbox by noon on Friday before the pay period end date.
- *Overtime* – Overtime (hours worked in excess of 8 hours a day) must be approved of in advance, by your supervisor.
- *Flextime* – The need to come late, leave early, or be gone during the normal work hours should be discussed on a case by case basis with your immediate supervisor.
- *Non-Workstation Technology Hours* – Employee work hours are 8:00-5:00 unless arranged by your supervisor.
- *Appropriate Dress* - Since we have contact on a daily basis with our customers it is important that we look professional.
- *Compensatory Time* - Purdue University, VPSS and SSTA does not endorse compensatory time (comp time) for staff.

Conclusion . . .

By focusing on SSTA's expectations and working together as a team we will be better able to provide value added service and allow us to meet and exceed our customer's expectations.