



**Associated Students, Incorporated  
California State University, Los Angeles**

## **Student Assistant Handbook**

### **1. PURPOSE**

This Policy serves as a handbook for ASI's student employees and establishes the structure for the retention, evaluation, and promotion. The information in this policy should not be implied as a contract between the employee and ASI. Either the employee or ASI may terminate the employment relationship at any time for any reason, with or without cause, and with or without notice.

### **2. REFERENCES**

[CSU Systemwide Human Resources Policy HR 2014-08](#)

All ASI Personnel Policies related to Student Employees  
California State Human Resource Laws and Regulations

### **3. DEFINITIONS**

- 3.1. Student employee - Student employees are temporary, part-time workers who are matriculated students at Cal State LA ("University") taking classes either on a full-time or part-time basis. A student who is officially admitted to the University satisfies matriculation requirements. Students taking classes through Continuing Education and/or Open University are not considered matriculated students. Full-time and half-time status is defined by each campus based on its academic term.
- 3.2. Open University - Permits non-matriculated students to register concurrently with matriculated students in regular classes up to 36 units earned through Open University may be applied to a bachelor's degree at Cal State LA and up to 13 units may be applied to a master's degree.

### **4. Employment Eligibility**

- 4.1. Student employees shall be registered, at minimum, as a half-time student at Cal State LA. "Half-time" enrollment shall be calculated as half of the stated "Full-Time" undergraduate or graduate unit load.
- 4.2. Student employees must meet and maintain a minimum GPA requirement of 2.0. If student falls below 2.0 while employed with ASI, the student will be given an opportunity to sign a "Contract for Success" with their supervisor, which will outline the measures for the student to manage their academics, workload, and connect them to support services on campus. The Contract for Success shall be limited to one



-1 of 6-

Associated Students, Inc. Student Assistant Classification and Pay Plan – Policy 115



academic term, whereby the student's grades must improve, or they will be no longer be eligible for employment.

- 4.3. Students who are new to the campus may not begin working until the first day of the first semester of attendance.
- 4.4. Associated Students, Inc. will verify enrollment status and GPA of all student assistants through the registrar's office each semester and therefore require student employees to sign a FERPA waiver allowing ASI to view their academic records.

5. **Student Employment Extension for Graduates:** Employment extensions may be granted to students who have graduated for periods not to exceed 8 workweeks with written approval by the Executive Director. Beyond 8-weeks, graduates may only be retained as a part-time non-student employee or hired into a full-time role if one is available.
6. **Work Hours:** CSU Policy (HR 2014-08) states students may work up to, but may not exceed, 20 hours per week when school is in session
  - 6.1. Student assistants may not exceed 999 hours per calendar year.
  - 6.2. During semester breaks, students may work additional hours (maximum 40 hours per week), within the 999 hours per calendar year, when approved in advance by the ASI Executive Director. Students shall not be scheduled, nor permitted, to work overtime according to CSU Policy HR 2014-08.
  - 6.3. Work hours are flexible to accommodate the academic program of the student, but a regular work schedule shall be established between the supervisor and employee.

## 7. Student Wages and Exemption

- 7.1. The hourly wages for a student employee position in ASI is determined by comparing the duties and tasks to be assigned to classification standards identified by levels. The levels are articulated herein, and the wages are established in the ASI Wage Plan.
- 7.2. The ASI Wage Plan will be reviewed annually in the spring semester and adjusted to coincide with the minimum wage requirements for the City of Los Angeles. The wage plan will be presented to the Personnel Committee and incorporated into the annual budget.
- 7.3. Student wages are subject to Federal and State tax withholding deductions. Students enrolled at minimum as a half-time student, are exempt from FICA.
- 7.4. Promotions: If promoted to a higher classification, a two-month training period begins.
- 7.5. Transfers: If transferring from one position to another, at the same classification level, the rate of pay will not change. Additionally, all transfers enter a two-month training period.
- 7.6. Cost of living: Student assistants are not eligible for cost-of-living increases.

## 8. Student Assistant Position Classification

- 8.1. There are several levels of employee classifications, which are based on a combination of job responsibilities, experience, training, and/or demonstrated ability



-2 of 6-



of skills. Students are employed on a part-time basis (maximum 20 hours weekly); paid hourly; and are assigned to clerical, technical, or programmatic assignments related to the services or administrative functions of ASI. Student staff shall be supervised by a professional staff member and are hired on a temporary or limited basis.

- 8.2. Level I - Basic - Under direct supervision performs simple routine clerical, programmatic and/or manual tasks. Tasks require very little independent judgment or decision-making. The positions are typically non-technical and can be satisfactorily performed with minimal training or experience. Employees at this level do not provide lead work to student assistants. Customer service skills required.
- 8.3. Level II - Intermediate - Under general supervision performs varied clerical, programmatic and/or manual tasks. Tasks may require some independent judgment or decision-making. The positions require a moderate degree of training or skills related to expectations. Employees at this level may assist professional staff in leading student assistants on projects. Customer service skills required.
- 8.4. Level III - Advanced - Under general supervision performs some complex clerical, programmatic and/or manual tasks. Task may be complex and require independent judgment or decision-making. The positions require previous experience or specific training and skills related to expectations. Employees at this level may assist professional staff in leading student assistants individually and on projects. Customer service skills required.
- 8.5. Level IV - Paraprofessional - Under limited supervision performs paraprofessional clerical, programmatic and/or manual tasks. Tasks are complex and may require independent judgment or decision-making where no precedent exists. The positions require previous experience or application of specific technical skills, subject matter or education related to expectations. Employees at this level may assist professional staff in leading student assistants individually and on projects. Customer service skills required.

## 9. Onboarding

- 9.1. Student assistants will receive both an ASI organizational orientation and specific on the job training. Orientation includes but is not limited to the mission, vision history, and values of ASI, any mandated training for employment in the CSU, as well as basic emergency procedures.
- 9.2. The employee's supervisor will provide training for specific job responsibilities and ASI policies and procedures. During training the supervisor has the opportunity to observe the employees' skills, abilities, attitude, and potential for contributing to the overall goals of the organization.
- 9.3. All employees must demonstrate satisfactory performance for a 60-day probationary period to continue employment. The period may be extended for an additional 30 days in the event of unsatisfactory performance. Termination may be recommended if performance has not improved during the training period.

## 10. Responsibilities

It is the employee's responsibility to complete all duties listed in their job description



-3 of 6-

in a satisfactory and efficient manner. Overall, this list of responsibilities is required of all student assistants and is not exhaustive:

- 10.1 Review and understand the job description.
- 10.2 Review the employee labor law updates and campus annual notifications located in the copy/kitchen area of the ASI Office.
- 10.3 Perform all job responsibilities in a helpful, efficient, and satisfactory manner.
- 10.4 Ask for clarification and or additional training to ensure work quality.
- 10.5 Student employees may be scheduled to work during finals week and breaks. However, flexibility in the work schedule may be granted by the supervisor to allow students to focus on their academic work. Schedule adjustments during this time shall be approved in advance by the supervisor.

#### **11. Performance Evaluation**

After completing the initial probationary period, student employees will receive a performance appraisal from their supervisor and annually thereafter. An unsatisfactory appraisal during the initial or annual appraisal periods may result in further training, the creation of a contract for success, probation, or termination. To aid in one's development, additional appraisals may be given at request by the employee or as deemed necessary by the supervisor. Evaluations shall be retained in the employee's personnel file. A positive performance review does not guarantee a salary increase or a promotion. These decisions are made at the discretion of ASI and depend on a number of factors in addition to an employee's individual performance. ASI reserves the right to make any personnel changes (including termination) before or after performance evaluations.

#### **12. Ongoing Training and Development**

ASI conducts training sessions on a variety of topics. Training occurs at the beginning of each semester. Attendance at the training sessions is required and an excused absence can only be granted in writing by the Executive Director. Additional training sessions are scheduled periodically throughout the year. Student assistants will be compensated for participation in all training and will be informed of the date, time, and location well in advance.

#### **13. RESPONSIVENESS TO SUPERVISOR**

Supervisors are responsible for both the safe and efficient operation of their departments and staff development. Therefore, it is imperative that student employees abide by the instructions provided by their supervisor and work up to the level they have been trained. Effective communication and cooperation with everyone on the team is necessary for the success of the organization.

#### **14. ATTENDANCE**

- 14.1. Employees are expected to work their shift as scheduled. Leaving a shift without the permission of your supervisor is the same as an unexcused absence.
- 14.2. Punctuality -- ASI employees are expected to be punctual. In the rare instance



-4 of 6-



when the employee is late or unable to work as scheduled, they must notify their supervisor prior to the anticipated tardiness or absence. Student employees must be ready to begin work at the beginning of their shift. It is the student assistant's responsibility to contact their supervisor prior to their shift if they will be late. Any employee who is late may be issued a verbal or written warning. Continued tardiness will be grounds for disciplinary action, up to and including termination. In case of an emergency, contact the supervisor or the Executive Director/designee within one (1) hour of scheduled shift.

- 14.3. The supervisor will determine if an absence is excused or unexcused and warrants disciplinary action. The following are examples of excused and unexcused absences:
- 14.4. Excused Absence: Illness, death in the family, or other emergency situations as approved by your immediate supervisor/designee.
- 14.5. Unexcused Absence: Forgetting, not calling in, oversleeping, not showing up, not finding a substitute, any missed shift without a legitimate excuse as approved by your immediate supervisor/designee. Unexcused absences are subject to disciplinary action up to and including termination.

## 15. PROFESSIONAL BEHAVIOR

ASI expects appropriate behavior from its employees when working during scheduled shifts. ASI employees are asked to consider speech and actions as they may affect others, both employees and patrons.

- 15.1. CUSTOMER RELATIONS--ASI requires a high standard for customer service when working with other students, faculty, staff, administrators, vendors, business partners, and guests on campus. Attentiveness and respect are expected in all communication including in person, over the phone, and in emails.
- 15.2. Professional Attire- Employees must report to work in a clean and presentable manner. All dress code requirements are non-gender specific. Shoes and shirts are required in all areas of ASI. Supervisors may require staff to change their clothes if deemed inappropriate for the workplace.
- 15.3. PERSONAL VISITORS-- Employees are not allowed to have personal visitors at their workstations without approval from their supervisor. Off-duty employees are considered visitors and are not allowed at work counters/workstations.
- 15.4. STUDYING/READING -- Studying and reading on shift may be allowed with the supervisor's approval and if all assigned work tasks have been completed.
- 15.5. Personal Calls/Texts and Digital Entertainment--Watching shows, movies, sports, or any other of streaming entertainment is prohibited during a work shift. Employees may listen to music at a reasonable level with permission of their supervisor. Ear buds or headphones may only be used for transcribing the meeting minutes and should otherwise not be used during the work shift. ASI understands some personal calls and texts may be necessary during the day, however they should be kept to a minimum and may not interfere with one's work. Reding and responding to personal social media should be minimal



-5 of 6-



during the work shift and may not interfere with one's duties or providing excellent customer service to others visiting the ASI offices.

15.6. PERSONAL PROPERTY - Student Assistants are discouraged from leaving any personal property of value in the office. Books or other items that are specifically used for classes should be locked up if possible or placed out of public view. Doors to offices and/or service areas should be locked when unattended. ASI assumes no liability in the event of items being lost, stolen, borrowed, or broken while housed within the facility.

15.7. Violations of Behavioral Standards-- Violation of the policies above may result in disciplinary action up to and including termination.

## 16. BENEFITS

16.1. Sick Leave - Student Assistants are provided 24 hours of sick leave each fiscal year. If an employee is sick, they should contact their supervisor via text/cell phone as soon as they know they will miss their scheduled shift AND send an email to formally document their request for sick leave, within 24 hours.

16.2. Vacation--Student Assistants are ineligible for paid vacation leave. However, if students would like to take time off for vacation or holidays, they may request to miss a shift in writing to their supervisor at least 1 week prior to their vacation. Requests for vacation leave will be approved by the supervisor based on organizational need and the employee's prior performance record.

17. **LEAVE OF ABSENCE** -- Student Assistants may apply for a leave of absence for any reason not covered by statute after six months of employment. A leave of absence shall not exceed one semester, is based on business need, and is contingent on the written approval of your supervisor and the ASI Executive Director. Other leaves may be available, providing they are legally required.

### Policy History:

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**Commented [PB1]:** Due to the significant changes and re-naming of the policy, it is recommended that the policy start anew.



-6 of 6-

