SS Attendance Policy

Learning Objectives for Student Employees

By the conclusion of this training activity, student assistants will be able to:

1. Explain why good attendance is important in a workplace
2. Articulate departmental attendance expectations
3. Follow a prescribed workflow for finding coverage

Learning Activities

1. Read/engage the wiki page and included links
2. Discuss information with a supervisor

Assessments

1. Verbal explanation of attendance importance
2. Verbal articulation of attendance expectations
3. Verbal quiz on coverage workflow
4. Mid-semester attendance review memo
5. Semester attendance report

Training Instructions for Supervisors

Get Setup

1. Review the training guide learning objectives (above) to familiarize yourself with the goals of this module. This should take 5-15 minutes.
2. Set up the student assistants:
   a. Open the wiki page on available computers
      i. The computer next to the supervision desk
      ii. The computer by the preshelfing wall
      iii. A laptop/desktop behind/near the circulation desk (only if necessary)
   b. Print the wiki page for yourself, and have the student assistants read/engage with the wiki page using the computers.
      (Some wiki pages include links to audio-visual resources, so student assistants may need head phones.)
   c. While available to answer any questions at the supervision desk, read the printed wiki information as the student assistants progress through the wiki page on the computers. This will ensure that you are providing the student assistants with the most up-to-date information during the next steps of training.

Discuss

Host a group discussion with all training participants. This should take 5-20 minutes depending on the number of student assistants you are training.

Including student assistants who have already completed training (when available) can help to spark discussion and reinforce content for more experienced student assistants.

1. Ask: Any Questions?
2. Listen and verify understanding of information the student assistants just read on the wiki.
   a. Point out correct information.
   b. Fill in gaps.
   c. Share personal experiences and insights relating to the content.
   d. Ask the student assistants content-specific questions (encourage them to use the chart provided on the wiki if necessary):

Explaining How to Take Off

⚠️ Student employees are responsible for their weekly schedules and must attend it on a regular basis.

That being said, everyone needs to take off from time-to-time. If a student employee wants to take off, they will only be excused if they secure coverage ahead of time. So...encourage them to seek coverage in advance!

Day-of requests and uncovered absences are extremely disruptive to our ability to operate effectively as a department.

<table>
<thead>
<tr>
<th>How much notice are they giving?</th>
<th>What procedure should they follow?</th>
<th>Will it be excused?</th>
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<tbody>
<tr>
<td>One week or more</td>
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<td></td>
<td>1. Post to the Stop &amp; Swap channel in MS Teams to ask your coworkers for coverage</td>
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<td></td>
<td>2. Call/text your coworkers</td>
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<td></td>
<td>3. Wait for Carlos / Student Workforce Supervisor to confirm</td>
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<td>Excused, only if coverage is secured</td>
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<tr>
<td>Less than one week, but more than three days</td>
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<tr>
<td></td>
<td>1. Post to the Stop &amp; Swap channel in MS Teams to ask your coworkers for coverage</td>
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</tr>
<tr>
<td></td>
<td>2. Call/text your coworkers</td>
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<td></td>
<td>3. Email the ListServ at alllibstu@albanayedu</td>
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<td></td>
<td>4. Wait for Carlos / Student Workforce Supervisor to confirm</td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>
i. Is calling out of work the day of a shift to study for an exam acceptable?
   "No, that is not a genuine emergency."
ii. What will happen if student assistants exceed three unexcused absences in one semester?
    "They will be flagged for review and may not be rehired."
iii. How do you seek coverage for a shift in advance?
     "Post to the Stop & Swap channel in MS Teams, call/text coworkers, and wait for Carlos / Student Workforce Supervisor to confirm."
iv. What do you do if it is three days to one week before the intended absence and you have not found coverage?
    "All the first steps, but you also email the ListServ."
v. What do you do if it is less than three days before the intended absence and you have not found coverage?
   "Meet with Carlos / Student Workforce Supervisor."
vi. What do you do if you are running late?
    "Call the circulation desk."
vii. What happens if you reach three tardy incidents?
    "It is considered one absence."
viii. How do you call out in the event of an unforeseen emergency?
    "Call the circulation desk ASAP and make an appointment to meet with Carlos / Student Workforce Supervisor in the next week."
ix. How can a student assistant have an emergency absence excused?
    "They can voluntarily provide an adequate explanation to Carlos / Student Workforce Supervisor within one week of the absence."

### Attendance FAQs

#### Who can cover a student assistant?
Student trainees can only find coverage from other student trainees. Fully trained student employees can only find coverage from other fully-trained students.

#### What if a student assistant is running late?
They will be paid for time during which they worked. If they arrive to work more than 7.5 minutes late, they will have to sign in at the following quarter hour. (Ex: Their shift was at 3pm, they arrived at 3:10pm, so they sign in and start working at 3:15pm). Do not approve them to tack time on to the end of a shift to make up for being late - this encourages a pattern of bad habits. Three tardy incidents equal one unexcused absence.

#### What is considered an emergency?
Student assistants are expected to practice time management. This means coordinating meetings/appointments around their work schedules as much as possible, and scheduling time into their weeks for homework and other responsibilities. Emergencies are not the result of poor time management and do not include academic deadlines/meetings, personal events, or forgetting their shift. Emergencies include sudden illness, unexpected automotive problems, and deaths. If a student assistant experiences a genuine emergency, they should call the circulation desk where they are scheduled as soon as possible to let us know that they will be running late or missing their shift. At that point, staff will coordinate coverage on their behalf. Genuine emergencies will be excused if a satisfactory explanation is voluntarily provided within one week of the absence.

#### What if their availability has changed?
If a student assistant’s weekly availability has changed, they can meet with Carlos / Student Workforce Supervisor to permanently drop a shift that conflicts with their schedule. Keep in mind that this does not guarantee that they will be able to pick up a permanent shift elsewhere in the schedule. That being said, a permanent schedule adjustment would not be considered an unexcused absence—they are being responsible and communicating with us so that we can make sure our library is adequately staffed.

#### How will they know if they have good attendance?
We are keeping track of absences and tardy incidents. At the midpoint of the semester, Carlos / Student Workforce Supervisor will send all student assistants memos letting them know their attendance status. If they have reached 2 unexcused absences or 2 tardy incidents by the midpoint of the
semester, they will meet with Carlos / Student Workforce Supervisor to discuss their attendance habits, adjust their schedule, and form an action plan for improvement. They will also sign a declaration that states that they understand that continued unexcused absences and tardy incidents may result in termination (so, make sure you encourage good attendance).