

CASS Student Employee Handbook

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Note: Double asterisks ()* next to statements throughout the manual indicate the preceding comment applies to all OSU workers and further explanation will be found in the [student manual](#).

*Triple asterisks (***)* indicate the preceding statement has exceptions or specifications for individual units clarified in the respective appendix.

Welcome the to CASS team!

We're very excited to have you join the Center for Applied Systems and Software, or CASS.

Our mission is to not only pursue technological advancement within and beyond the academic sphere, but also the continuous experiential development of its students and staff.

In order to provide a productive and safe work environment for all students, we have provided a collection of policies and procedures we expect all employees to maintain, as well as what all student employees can expect from CASS in regards to benefits and working conditions.

We ask that you take a moment to read through our Student Employee Agreement and sign a waiver agreeing to the terms laid out over the next few pages. This should be a resource you can reference should conflict or confusion arise. If for any reason you feel you cannot agree to some or all the expectations we discuss, please speak with your supervisor or trusted senior staff member.

This is not a contract of employment, and is for administrative and informational use only. All CASS policies and guidelines are designed to adhere to those of OSU. In the event of inconsistency or conflict, the University's policies and guidelines supersede those articulated in this agreement.

The University and CASS reserve the right to withdraw or change the policies, procedures, benefits, and working conditions described in this handbook at any time, for any reason, and without prior notice, however will make every effort to notify employees when an official change in policy or procedure has been made.

Questions or concerns regarding CASS policies and guidelines can be sent to either your immediate supervisor or the office manager, currently Pam Bielenberg:

Pamela.Bielenberg@oregonstate.edu

Questions or concerns regarding OSU policies and guidelines can be sent to the HR Solutions unit in the [Office of Human Resources](#) at: employee.relations@oregonstate.edu.

**This welcome message and official statement is in part compiled using words and phrases from the [Oregon State employee manual](#).*

Entrance Process/New Hire Paperwork

**Note: The following covers the basic process for all CASS student employees. There are additional procedures depending on which unit you are joining. Please refer to your unit's appendix for this additional information.*

Welcome to CASS!

After you receive your offer letter it is time to get set up as a Student Worker for CASS:

New Hire Paperwork: Please watch your inbox as you will receive emails with OSU and federal forms to fill out and sign Plus some specific things we need for CASS. (NOTE: if you have recently worked for OSU, you will not need to do some of the forms again). Please let us know if you have any problems with those; for instance, if you need a computer station or printer access for completing them. **IMPORTANT:** The OSL needs to receive word that the Criminal History Check is clear before you may start working, so it is important to turn that in as soon as possible, if the CHC is required for your position.

In the office. Please arrange a time you can come by the CASS office in 224 Milne Computer Center

- You will be required to come in person with your **identification** in order to finalize the 1-9 form. (This can also be completed with the business center if the CASS office manager is unavailable BEBC-HR@oregonstate.edu)
- While you are in the office, remind us to give you a **t-shirt** and sticker.
- Keys:** You will fill out a key card when you are in the office and take it to the OSU Key Shop to receive your key. Please bring back the copy of the key card form for our records
- You will receive an **after-hours pass** to be in Milne Computer Center outside of normal business hours. This is in case OSU Security has a question about it.
- You will receive the **keypad code** for one of the outside doors to Milne Computer Center. Please guard it carefully. This is not to be shared or lost.

Bio:

- Please get your picture taken with EECS Media staff person, Gale Sumida. Email her to arrange a time and meet her in Kelley Engineering Center: gale.sumida@oregonstate.edu.
- Also--watch for an email regarding your biography for the website (with your picture). We want to show the community you are one of our team.

We are happy you are with CASS!

Workplace Expectations and Conduct

Time Commitments

CASS enforces OSU policy for maximum hours per week. In general, full-time students are allowed to work 20 hours per week and more than 20 hours when enrolled in fewer credits than specified in the student manual and with your staff supervisor's consent. There are a number of exceptions and specifications so **consult the OSU student manual to thoroughly understand weekly hour maximums for a student of your academic standing.** The student manual also indicates when you are expected to take 15 minute and lunch breaks.

Operating hours and weekly hour minimums for employees differ depending on the division.***

You are expected to accurately manage and record your time and attendance responsibly. All OSU student employees use EmpCenter to record their hours for monthly compensation.** There are also additional time-tracking tools for each unit.***

At the start of every new term, you must give your staff supervisor a copy of your work schedule, including a copy of your class schedule to help arrange team/client meetings.*** Any modifications to your schedule must be communicated to your staff supervisor in advance.

Time Off

Regardless of circumstance or reason, if you need to take a leave of absence, long or short, **communicate this to your supervisor as soon as possible.** The following covers the most common reasons CASS student employees request time off:

Paid:

- **Sick leave:** Most student employees now legally accrue sick leave with some important exceptions.** If you will require extended leave due to illness, contact your supervisor for more specific directions. **Do not come into work if you are ill.**

Unpaid:

- **Finals Week and Dead Week:** CASS does not enforce minimum hours requirements during the week of final exams or dead week. If you need to change your normal term schedule, communicate these changes to your supervisor in advance.
- **General Schoolwork Concessions:** Your studies come first. If you require time off or other concessions to stay on top of your coursework, coordinate with your supervisor.
- **Extended Leave:** Should you require more than a few days leave for an internship or senior project, notify your supervisor as soon as possible. With sufficient advance

warning, CASS may be able to save your position for you for a length of time but early and effective communication is critical.

- **Personal Leave:** For other, general or personal reasons to take a leave of absence, such as travel, **communicate your plans with your supervisor as soon as possible**, ideally more than 2 weeks.

If you are unsure about when you should or should not be working and cannot find the answer in this agreement or in the OSU student manual, please ask your supervisor for further clarification.

Conduct and Behavior

All student employees must adhere to the conduct expectations articulated by the University. This applies to on and off campus behavior.**

All CASS employees have the right to a respectful, productive, safe, and fair work environment. If you believe your rights are being violated, as they are guaranteed by law, the university, or CASS, notify a senior staff member immediately, or refer to the information under “Reporting Ethics Violations” for assistance outside of CASS.

A Respectful Environment

- To your peers, supervisors, and clients.
 - You are expected to maintain this expectation regardless of personal difficulty, differences in opinions, or past disagreements. If you have trouble with this, please discuss your concerns with your supervisor.
 - Keep conversations at a respectfully low volume.
- Be a team player
 - In all things you do here at the office, keep in mind you are part of a larger team and unit and should act as such.
 - Regularly check your work email and other collaboration tools as stated in the appendices and your supervisors.
 - Collaborate with your peers as often as is appropriate. They often have insightful ideas, even when you don’t think you need it.
 - In return, help your colleagues when they ask for assistance. Remember, each student learns differently and understands some concepts better than others. Do not belittle or shame anyone for asking a question or making a mistake.

A Productive Environment

- Be on time

- If you will be more than 15 minutes late, notify your supervisor and team as soon as you can
- Be on task
 - If you are clocked in, you are expected to be working on CASS-related projects.
 - Off-task conversations and activities are to be conducted during your break or outside of work.

A Safe Environment

- Adhere to all safety standards set by the building manager, OSU, and the State of Oregon.
- Keep shared spaces, including workstations and common areas, clean.
 - Dispose of food waste outside the office (custodial services only empties the trash once per week).
 - Participate in periodic office cleaning days, as initiated by senior staff.
- Do not permit anyone to sign into CASS computers or accounts using your login.
- Keep the office doors locked outside of hours of operation.
- It is your right to work in a safe environment in all its definitions. If for any reason you feel unsafe at CASS, immediately notify your supervisor.
 - If an emergency occurs, call 911 or Campus Security: 541-737-7000
 - Campus Security for non-emergencies: 541-737-3010

A Fair Environment

- You deserve to be compensated for the work you do.
- You deserve a workplace that allows you to learn in a non-judgmental and welcoming environment.
- If you feel this is not the case, or if you have any other concerns regarding your time here at CASS, notify your supervisor.

Out-of-Office Behavior

CASS employees continue to represent CASS and its shared community (including clients) while off the clock. You are expected to uphold all applicable workplace ethics and behaviors outside the office. Violating these expectations and additional expectations imposed by OSU and the State of Oregon are grounds for referral at work.

Also, to ensure you are fully compensated for your work and that you have time to live a normal life outside the workplace, leave all work at work.

Corrective Action

CASS reserves the right to protect itself, the university, and others should you violate the rights articulated in this agreement or academic/criminal law. You will be immediately notified if reparations are necessary. The most common forms of reprimand are:

- Verbal Warnings: For minor infractions (i.e. late to work or missing shifts).
- Written Warnings:
 - For multiple minor infractions (i.e. missing 5 shifts) - may come in the form of email
 - For major infractions (i.e. inappropriate language towards a client) - will be handled in person between student and supervisor using a Corrective Action form that will include an action plan for behavioral improvement with a goal-oriented timeline and consequences of not meeting those goals

For more serious or repeated violations, CASS will take appropriate action and coordinate with the proper authorities to find more suitable consequences, up to but not limited to expulsion.

Academic Performance

CASS prioritizes academic excellence; you are a student first and an employee second. As such, you are expected to maintain a level of academic performance that complies with your degree program's standards for graduation.

Submitting Final Grades

All student employees are required to submit a copy of their final grades including gpa to their immediate supervisor at the end of every term. There are two ways to do this:

1. Submit an unofficial transcript (myosu → "Student" tab → "My Transcripts")
2. Submit a screenshot of your final grades for the term (myosu → "Student" tab → "Student Grades" box) along with your general gpa (myosu → "Student" tab → mydegrees → Overall gpa will be in the first section labeled "OSU gpa")

Skipping Classes

Under no circumstances are you permitted to skip class to work at CASS. If you must miss class for reasons related to CASS, you must offer your instructor a letter from your supervisor that explains why you are missing class. Your instructor is still within the right to refuse to sign the excuse form and exempt you from that day's work or participation.

Using CASS Resources for Studying

You are encouraged to use our workspaces even for homework or studying purposes.

- Make sure that there are workstations available for students working on CASS-related tasks

- Make sure you're not clocked in
- Make sure you're not being disrupting the workflow around you

Conference rooms, workstations, and CASS textbooks are all at your disposal. If you feel that we are missing resources, inform a senior staff member.

Other Important Expectations

Senior Staff Roles

CASS is a mentorship program and we place a premium on experiential learning. Senior staff are trained, experienced mentors ready to both lead students and guide them through projects. They are willing to advise you in your growth as a student, whatever that may mean to you.

- Tell your supervisors what you want to get out of your internship program, whether or not you feel challenged, and what parts of your projects you do and do not enjoy.
- Ask for help and clarification when you need it.
- CASS supervisors are also willing to assist you with unofficial tasks, such as homework, preparing a resume, or practicing interview questions. As long as the person you are asking is not working on something urgent, they will be happy to make time to help you.

Senior staff are also prepared to provide unbiased support should you feel unwelcome or disrespected in the workplace. Should you take issue with a senior staff member, inform the head of your unit or seek assistance from the resources listed under "Reporting Ethics Violations".

Shared Workspaces

All workstations are shared. You are not guaranteed to have access to the same workstation every day. As such, you are expected to:

- Keep each workstation clean.
- Lock your screen when you're away from your workstation while still working.
- Log out of your accounts at the end of your shift.
- Keep important files on Google Drive/Box, your project's source control server, or another online share that is accessible from any workstation.

Information Security

Official Manual

<http://fa.oregonstate.edu/infosec-manual>

This manual covers OSU's policies relating to the security of electronic information systems and confidentiality of OSU data. You will be expected to abide by these policies at all times up to and after the conclusion of your contract as a student employee.

FERPA Certification

<http://oregonstate.edu/registrar/ferpa-training-module>

CASS employees assigned to projects handling sensitive student information are required to be FERPA certified.

Important Statements and Other Resources

Regarding Discrimination and Harassment

If you feel you have been discriminated against or have been harassed, contact a senior staff member or other third party (see “Reporting Ethics Violations”). Your employment will not be adversely affected.

Anti-Discrimination Policy

CASS is an equal opportunity employer. CASS takes measures to ensure against discrimination in employment, recruitment, and advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, national origin, sex, ability, age, color, gender identity or expression, genetic information, marital status, religion, veteran’s status, or other protected status.

Anti-Harassment Policy

CASS is committed to providing a work environment that is free from harassment based upon an individual's age, race, religion, color, national origin, gender identity or expression, or any other legally protected status and will not be tolerated by employees, supervisors, and other management personnel.

Anti-Bullying Policy

Under this University policy, bullying is prohibited. Bullying is defined as conduct of any sort directed at another that is severe, pervasive or persistent, and is of a nature that would cause a reasonable person in the victim's position substantial emotional distress and undermine his or her ability to work, study or participate in his or her regular life activities, and actually does cause the victim substantial emotional distress and undermines the victim's ability to work, study, or participate in the victim's regular life activities.

This policy is not intended to and will not be applied in a way that would violate rights to academic freedom and freedom of expression, nor will it be interpreted in a way that

undermines a supervisor's authority to appropriately manage their work unit. This definition reserves to the University, in furtherance of its educational mission, the right to address conduct that would not necessarily be unlawful. It is not intended to create individual or group rights, whether contractual or otherwise, that do not exist under law.

Disability Statement

CASS and the University shall not discriminate against a qualified individual with a disability in regard to job application procedures, the hiring, advancement, or discharge of employees, employee compensation, job training, or other terms, conditions, and privileges of employment.

Protection from discrimination in employment applies to all university employees: students, classified employees, professional faculty, academic employees, and all employment applicants.

OSU Student Employee Resources

The following are resources available to you as a student employee of OSU. We have included the areas with which we expect you to be familiar.

Human Resources Policies and Procedures Manual

<http://hr.oregonstate.edu/policies-procedures/employees>

- Required familiarity:
 - Criminal History Checks
 - Drug-Free Workplace Policy
 - Mandatory Reporting of Child Abuse Policy
- Suggested familiarity:
 - Holiday Schedule
 - Employee Online Services

Student Employment Manual

<http://fa.oregonstate.edu/stu-manual>

- 200: Equal Opportunity, Affirmative Action, and Americans with Disabilities
- 500: Employment Eligibility Requirements
- 600: Maximum Allowable Work Hours, Overtime and Volunteer Work
- 700: Job Categories and Pay Rates
- 800: Workplace Expectations and Conduct
- 900: Job Performance and Separation from Employment
- 1000: Other Applicable Policies Procedures and Guidelines

Reporting Ethics Violations

There are many options available to you should you feel your rights have been violated. As stated before, senior staff are always available to help you resolve any workplace concerns or conflicts. Should you prefer outside resources, we have provided several you can utilize.

OSU Ombudsman

Phone: 541-737-4537

Email: ombuds@oregonstate.edu

OSU Human Resources

Phone: 541-737-3103

Email: <http://hr.oregonstate.edu/contact>

OSU Counseling and Psychological Services (CAPS)

Phone: 541-737-2131

Email: caps@oregonstate.edu

Disability/ Equal Opportunity related assistance

Phone: 541-737-3556

Email: <http://eoa.oregonstate.edu/>

Exit Process

An email will be sent to you with the following instructions:

Here is your exit checklist:

- Resignation:** Our Human Resources office needs a brief “letter of resignation” in an email to your supervisor giving the **last day** you are working and if you will still be an **OSU student**. Please send your supervisor something brief along those lines, (and cc the CASS Office Manager (currently Pam Bielenberg)). Please forward to the CASS Office Manager if you only sent it directly to your supervisor. If possible, provide notice at least 2 weeks in advance.
- Last Paycheck:** HR needs to know if you want your check mailed or auto-deposited to your bank. Please let us know which you would like, (you can add that information to your letter of resignation, if you haven’t sent it yet)
- Mailing address:** Update your mailing address through [MyOSU](#) under the “Welcome” tab at the top.
- EmpCenter:** Please remember to enter and submit your FINAL EmpCenter timesheet
- Keys:** Please return all OSU keys and access cards. You can drop them by the CASS Office Manager’s desk with a note that they are yours.

- ❑ **Alumni Contact form:** Please fill in our [questionnaire for alums](#) This refers to OSL alums, even if you haven't graduated OSU, yet. (remember to update this form once you get that awesome job)
- ❑ **LinkedIn:** Please join our LinkedIn group for [CASS OSU Alumni--OSL, BSG, SDG, TL, IoT](#) and follow us on Twitter [@OSUOSL](#) or [@OsuCASS](#). Facebook for Open Source Lab is [@OSUOSL](#)
- ❑ **Employment verification:** Please let potential employers/rental companies know that OSU requires they call the Employment Verification phone line for OSU student-worker verification: **541-737-3743**. It would be helpful if the employer has your OSU ID number to be able to more easily access your information.
- ❑ **Feedback:** Feel free to let the CASS Office Manager know of any feedback you have on working for CASS. We are interested in making the student and staff experience the best it can be.
- ❑ **Name and Likeness:** Unless you notify us otherwise, we are assuming we retain the right to display your name and/or likeness for current or future use. We love to show off our awesome alumni on occasion.

CASS-Open Source Lab (OSL) Appendix

Operating Hours: Monday-Friday, 7 am-6 pm

About the Unit

Our mission is to provide development and system administration experiential learning to students on real world projects while working for the advancement of open source technologies.

The OSL is divided into two main teams: developer and system administration. Developers typically work with writing code which support a variety of web applications the OSL has either contracted with or use internally. System administrators typically work on deploying new servers and services using configuration management which support the FOSS projects we provide hosting for. There is also a media team that maintains website content, our social media presence, and events. Our teams work together to further our mission and help fellow students and employees grow in their knowledge and skills.

Time Commitments

Minimum Hours

You are required to schedule a minimum of 7 hours per week, and it is strongly recommended to work at least 10 in blocks of time no shorter than 2 hours.

Working Remotely

There are certain circumstances in which it may be possible for you to work remotely should you be unable to come into the office. New employees typically are not granted this until they've been on board for 3-6 months once they've established experience with our systems. Talk to your supervisor **in advance** about proper protocol for working remotely.

Missing Work

If you are unable to come into work, send an email to staff@osuosl.org. In the subject line, you must say if you will be out of office (OoO) or working from home (WFH) and include the appropriate dates. This must be done as soon as possible. Use the example below as a guide:

To: staff@osuosl.org
Subject: OoO Monday 9/24

Hey all,

I have a midterm during my regularly scheduled hours on Monday so I will not be able to make it in. I've adjusted my schedule and added some hours on Friday to make up for lost time. Thanks!

Time Tracking Tools

TimeSync is OSL's internal application for tracking the work that you have done on a specific project. This data helps us bill our clients accurately for the work done on their contracts. Please read documentation on how to access and use the system on our documentation site (<http://docs.osuosl.org>).

EmpCenter is OSU's web application for tracking the time you have spent at work. This data is used to pay you for your time working at CASS.

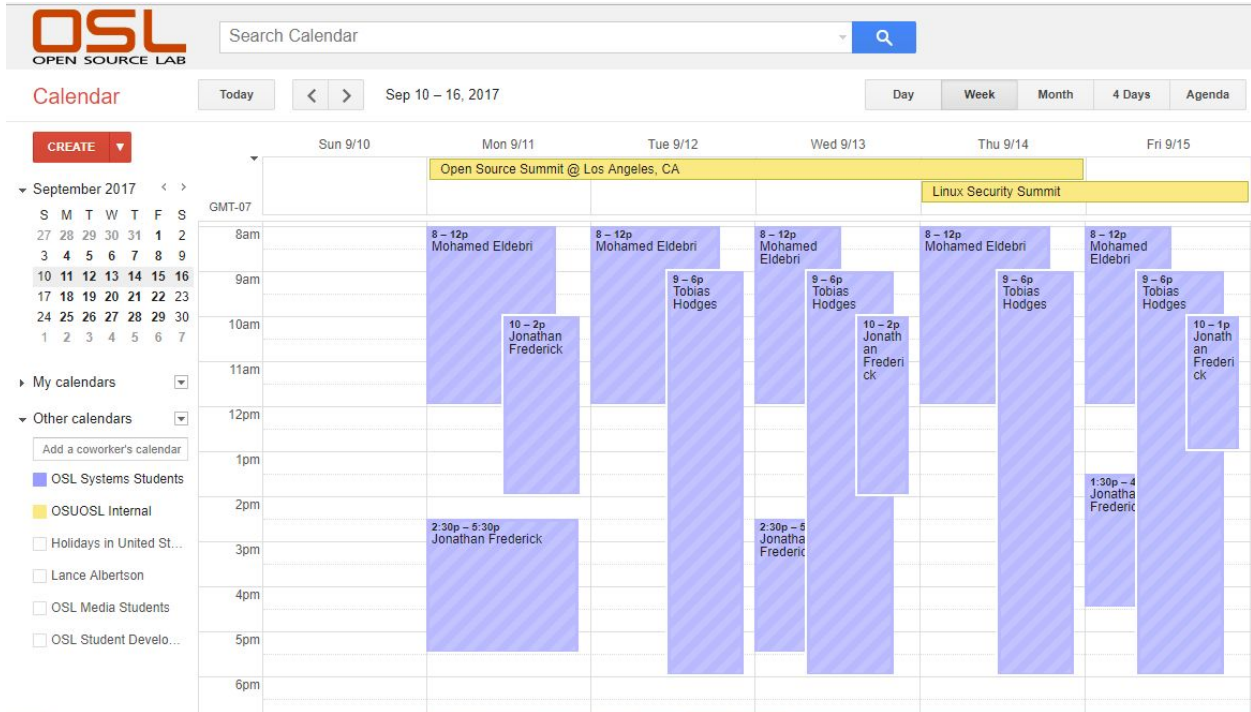
You are expected to accurately manage and record your time and attendance responsibly using EmpCenter & TimeSync with the correct projects and activities. Remember to keep track of your hours on each project as you begin working on different projects throughout the day.

Setting Schedules

The OSL uses **Google Calendar** for managing organizational and individual work schedules. We rely on the calendar to help plan meetings, project, assess available resources and to maintain an overall view of the lab's schedule. OSL employees are required to use their OSL Google Apps calendar for OSL related scheduling, including their scheduled work hours, meetings and events.

There are different calendars for different teams and everyone in your team will be able to see your calendar. If you have changes to your schedule, time off, or other obligations that change your available work hours, you must update the calendar to reflect these changes.

You are expected to check the OSL Internal calendar for events that apply to the lab in general.



*OSL Systems Students and OSUOSL Internal calendar

Methods of Communication

IRC

OSL relies on IRC for team and organization-wide communication. You are expected to be 'checked in' to the standard OSL channels while you are at work. OSL channels are on the Freenode network: #osuosl-staff, #osuosl-dev and #osuosl-infra. Checking in and out means using our IRC robot to change your status by issuing a '!check in' or '!check out' command in the #osuosl-staff channel.

Email

You will receive a work-specific email that you will use to communicate work-related material. Your supervisor will add you to appropriate mailing lists that are used to address OSL staff in groups when the need arises. You are expected to check your email periodically while at work and reply promptly. We strongly suggest you check your work email periodically while out of the office in order to receive messages about weather, safety issues, or other important events.

Compensation and Review

As a new employee of the OSL, you will receive the current starting student wage, which changes periodically and tracks the OSU student wage tiers.

The OSL will conduct periodic performance reviews, which will be used to adjust your pay rate.

Reviews are conducted twice a year, once during Fall term, and once during Spring term. In the Fall term, if the OSU student wage rates have changed, your wage will be adjusted to match the current OSU rate for your level.

At either review, we may also increase your wage to the next level based on your performance over the last year; this can occur in the Fall or Spring, but you will be considered for a performance raise roughly once per year.

CASS-Software Development Group (SDG)

Appendix

Operating Hours: Monday-Friday, 7 am-5 pm

About the Unit

The Software Development Group (SDG or SoftDev) focuses on delivering professional results for customers.

As a new hire, you might have one of two jobs: Developer 1 or Analyst 1.

If you are a Developer 1, your responsibilities will mostly involve source code creation and maintenance. If you are an Analyst 1, your responsibilities will involve requirements management and product testing/quality assurance. Either or both positions may have additional responsibilities depending on the nature of a given project.

Eventually, you may qualify for promotion to Developer 2 or Analyst 2, including a pay raise (see “Compensation and Review”). These positions involve:

- More than 15 hours of work per week
- Being willing and able to mentor fellow students in CASS-SoftDev skills and practices
- Project management tasks when they are assigned to you in the course of a project. Examples include: client interaction, facilitating iteration review meetings, etc.
- Maintaining some awareness of other CASS-SoftDev projects

Time Commitments

Minimum Hours

You are expected to schedule and attend at least 15 hours of work per week in blocks no smaller than 2 hours long.

CASS Enforced Leaves of Absence

CASS is a self-sustained organization and our hours and workload fluctuate depending on our clients' needs. There may be times when we do not have enough work for all our employees and you may be asked to participate in a temporary leave of absence from your position. You will be notified in advance of these changes. It is an unpaid leave and we ask you do not work on any CASS projects at that time. **This is not a termination of employment.**

Missing Work

If you are going to miss work for any reason, notify your supervisor and your team immediately. Extended absences, such as vacation or other, should be communicated as soon as you are aware of the situation, preferably two weeks in advance.

Time Tracking Tools

Timeclock is SDG's internal application for tracking the work that you have done on a specific project. This data helps us bill our clients accurately for the work done on their contracts.

EmpCenter is OSU's web application for tracking the time you have spent at work. This data is used to pay you for your time working at CASS.

You are expected to accurately manage and record your time and attendance responsibly using both EmpCenter & TimeClock with the correct cost codes. Remember to change your cost code whenever you begin working on a different project throughout the day.

Setting Schedules

SDG uses Outlook to submit your work schedule. Your supervisor will assist you with setting up your first schedule.

Methods of Communication

Slack

SDG uses Slack as an instant message and communication tool between team members and within the unit. You will be added to the appropriate groups and will also be able to directly message specific teammates.

Slack helps us communicate announcements that affect the entire unit so you must check it periodically throughout your work hours even if you are not notified of a direct message.

Email

SDG uses Outlook to communicate via email. Your supervisor will add you to the appropriate email lists we used to address SDG staff in groups when the need arises. You are expected to check your email periodically while at work and reply promptly. We strongly suggest you check your work email periodically while out of the office in order to receive messages about weather, safety issues, or other important events. There are special directions for setting up Outlook on your phone, so please ask your supervisor for assistance.

Compensation and Review

As a new hire, your starting pay rate will be \$11.50 per hour (as of Fall term 2017).

Reviews take place once per term and determine if you are eligible for a promotion and/or raise. As long as you are working with CASS-SoftDev you will continue to be eligible for this raise every two consecutive terms or approximately every 6 months.

CASS-Test & IoT Lab (TL & IoT) Appendix

Operating Hours: Monday-Friday, 7 am-5 pm

About the Unit

The Test & IoT (Internet of Things) Lab helps clients design and/or execute new test plans and test suites customized to meet the needs of their products while giving students the opportunity to work with real clients on real world projects.

Time Commitments

Minimum Hours

You are expected to schedule and attend at least 10 hours of work per week inside of these standard operating hours in blocks no smaller than 2 hours long.

Missing Work

If you are going to miss work for any reason, notify your supervisor and your team immediately. Extended absences, such as vacation or other, should be communicated as soon as you are aware of the situation, preferably two weeks in advance.

Time Tracking Tools

Timeclock is the Test and IoT Lab's internal application for tracking the work that you have done on a specific project. This data helps us bill our clients accurately for the work done on their contracts.

EmpCenter is OSU's web application for tracking the time you have spent at work. This data is used to pay you for your time working at CASS.

You are expected to accurately manage and record your time and attendance responsibly using both EmpCenter & TimeClock with the correct cost codes. Remember to change your cost code whenever you begin working on a different project throughout the day.

Setting Schedules

SDG uses Outlook to submit your work schedule. Your supervisor will assist you with setting up your first schedule.

Methods of Communication

Slack

The Test & IoT Lab uses Slack as an instant message and communication tool between team members and within the unit. You will be added to the appropriate groups and will also be able to directly message specific teammates.

Slack helps us communicate announcements that affect the entire unit so you must check it periodically throughout your work hours even if you are not notified of a direct message. cass-softdev.slack.com

Email

The Test & IoT Lab uses Outlook to communicate via email. Your supervisor will add you to the appropriate email lists we used to address Test & IoT Lab staff in groups when the need arises. You are expected to check your email periodically while at work and reply promptly. We strongly suggest you check your work email periodically while out of the office in order to receive messages about weather, safety issues, or other important events. There are special directions for setting up Outlook on your phone, so please ask your supervisor for assistance.

Compensation and Review

As a new employee of CASS-Test & IoT Lab, you will receive the current starting student wage, which changes periodically and tracks the OSU student wage tiers.

Reviews take place once every 6 months and determine if you are eligible for a promotion and/or raise. As long as you are working with the Test and IoT Lab you will continue to be eligible for this raise every two consecutive terms or approximately every 6 months.

CASS Student Handbook Summary

We strongly recommend you read through or familiarize yourself with the full Student Employee Handbook, but for occasional refreshers, we've organized a summary of the content in your Handbook.

- All CASS policies supplement [OSU policies](#).
- All students have the right to work in a respectful, productive, safe, and fair environment. This includes, but is not limited to, effective communication and encouraging and helping your coworkers (p. 7-8).
- Appropriate conduct enforced by CASS and the University applies to out of office behavior as well (p. 8).
- The Handbook contains many important policy statements, including:
 - Anti-discrimination (p. 11)
 - Anti-harassment
 - Anti-bullying
 - Disability (p. 12)
- Concerns regarding these policies should be brought up with your supervisor or third-party (see "Reporting Ethics Violations", p. 12-13).
- Senior staff are here to help you succeed as a student and employee. Ask for their help when you need it (p. 10).
- There are many rules to how many hours you can work. Your unit sets your hour minimums. Oregon State and your supervisor set your hour maximums. Review the OSU [student manual](#) and talk with your supervisor for clarification (p. 6).
- You must submit your work schedule and update it as it changes (p. 6).
 - If you need miss work for any reason, contact your supervisor as soon as possible.
- You are a student first. Your studies are our priority and CASS will accommodate them as best we can (p. 9).
 - You must also submit an unofficial transcript once per term.
- CASS sometimes deals with sensitive information. Understand standard information security expectations and when or if you need special certification to work on a project (p. 10).
- There are certain tools and policies that are unit specific: review the appropriate appendix to understand how procedures work within your unit (OSL: p. 15; SDG: p. 19; TL&IoT: p. 22).
- Any concerns or questions should be communicated to your supervisor or the third-party resources listed under "Reporting Ethics Violations" (p. 12-13).

Your time here at CASS is meant to be enriching and exciting. These policies help everyone achieve that goal. Help us create a workplace that everyone can enjoy.



I have read and agree to the information in the "Student Employee Handbook"

Name

Date
