

STANFORD CAREER EDUCATION
BEAM: BRIDGING EDUCATION, AMBITION, AND
MEANINGFUL WORK

STUDENT ASSISTANT HANDBOOK



Table of Contents

1. Vision and Mission
2. Your Role as a Student Assistant
3. Workplace Expectations
4. Timecard
5. Payroll
6. Hours and Absences
7. Midterms, Finals, and Vacations
8. Federal Work-Study
9. Resignation
10. Termination

Vision and Mission

Vision 2020 is our vision of transformation for the Career Development Center into BEAM, Stanford Career Education that embodies the connections model of developing customized connections and communities that serve students and alumni for a lifetime.

Our Vision

Students transform their education and ambitions into meaningful work over the course of their lifetime.

Our Mission

We empower students to cultivate personalized networks that shape their professional journey.

In short, we are here to make connections that result in transformation and opportunity.

Your Role as a Student Assistant

Your role as a Student Assistant is vital to BEAM because you are both an employee and a public representative of Stanford University. Your personal desire to assist others, combined with the skills you learn, have potential for bringing about many positive changes in those you help. As a Student Assistant, you are expected to comply with the workplace rules and policies of Stanford University. In addition, there are two things to keep in mind as you work here. One is that you may see or hear confidential information that pertains to our clients. In order to be safe, all information that you see or hear at BEAM that relates to any individual should be treated as confidential and should not leave the building. The other is that you need to be aware of the importance of the public-relations function of your work. Your words and actions represent our image and reputation. We expect that you will conduct yourself in a professional manner.

Workplace Expectations

Dress Appropriately:

You are expected to maintain a well-groomed appearance and wear appropriate attire. If in doubt, please ask your supervisor.

What not to wear: Torn jeans, short shorts, exercise/beach attire, T-shirts with negative graphics or statements, spaghetti strap tank-tops, low-cut tops, and excessive fragrances.

Workplace Behavior:

Present a positive and professional attitude when dealing with others.

- Respect everyone.
- Be on time to work.
- Meet or exceed established job performance expectations.
- Maintain good working relations with supervisors and coworkers.
- Refrain from using headphones, laptops, cell phones, etc. at your workplace for personal needs. Eating and doing homework during work hours are not allowed.

Communication Skills

As a Student Assistant, your job involves constant interaction with many individuals. At times, you may encounter people who are upset, angry, confused, or lost, among other feelings. This means your observation and listening skills are key areas you may need to develop in order to work effectively. The verbal and non-verbal cues you receive from the people you serve will guide you to identify how best to help them.

Remember the following tips:

- Treat each person you serve with respect and as an individual.
- Listen to their every word, their tone of voice and for the message they want to convey.
- Make it a habit of clarifying questions asked of you if the message is unclear.
- Be empathetic – try to view and understand a person from their frame of reference.
- Make eye contact when listening or talking to people.
- Include non-verbal cues when communicating to show understanding and interest (e.g. nodding your head, smiling, etc.).
- Be specific when asking questions and giving answers.
- Keep calm, take a deep breath, and respond politely when dealing with an emotional or difficult situation.

Timecard

There are two timecard periods in each month: one for the 1st- 15th and the other for the 16th-30th or 31st. To meet payroll processing deadlines, on-line timecards must be completed by noon on the 15th and 30th or 31th. If those dates fall on a weekend, you need to turn in your timecard on the Friday before those dates. Timely submission of your timecard is an important assurance that you will receive your payroll check on payday.

You must record your work hours immediately after completing your workday; timecards that are not maintained daily are in danger of being turned in without the proper hours recorded. After you have submitted your timecard, your supervisor will approve it. Without your supervisor's signature, your timecard will not be accepted.

Payroll

Paychecks arrive at BEAM around 10:30 a.m. on the 7th and the 22nd of each month, or the Friday before those dates if they fall on a weekend. The paycheck on the 7th covers work hours during the second half (16th-30th or 31st) of the previous month; the paycheck on the 22nd covers work hours during the first half (1st -15th) of the month.

University Payroll encourage employees to use Direct Bank Deposit since it is timesaving for employees and cost-efficient for the University. If you sign up, your check is directly deposited into your bank account by Payroll and you do not need to worry about lost or stolen checks. To sign up for Direct Deposit, you need to log on to Axess using your SUNet ID and Password. Under the Employee Center tab and then under the Pay section, click Direct Deposit and add or update your direct deposit information. You also need to fill out the Withholding Allowances (online W-4/DE-4) form which is located right below the Direct Deposit form link.

Hours and Absences

Student work schedules must be established at the beginning of each quarter, and you must provide your supervisor a written copy of your schedule. Usually students work six to eight hours per week. BEAM hours are from 8:00 am to 5:00 pm. You are not allowed to work here beyond that time frame for safety reasons. If you are unable to work your scheduled hours for any reason, please phone or email your supervisor in advance. If you would like to make up those hours at a later date, arrangements can be made between you and your supervisor.

Midterms, Finals, and Vacations

BEAM educators realize that you are, first and foremost, a Stanford student, and with that comes midterms, dead week, finals, and vacations. We try to scale down our activities as much as possible during those periods, and we pride ourselves on being especially flexible during those times of the quarter.

Federal Work-Study

The Federal Work-Study program does not allow for payment of overtime or for anything other than hours actually worked. It is strongly recommended that students not work more than 10 hours a week while school is in session. It is essential that students not earn more than the amount allotted to them on their individual employment authorization form. The Manager of Budget and Payroll will monitor each student's earnings. If you have any questions, please ask the Budget and Payroll Manager.

Resignation

If for some reason you cannot continue to work, you should provide two weeks' notice to your immediate supervisor before leaving your job.

Termination

If your performance is unsatisfactory, you may need to be coached, counseled, or warned by your immediate supervisor depending on how serious the problem is. If improvement is not sufficient, your supervisor will follow normal termination procedures for Stanford employees.