

CAMPUS INFORMATION SERVICES
RU-info
Information and Visitor Services
Student Colleague
“Memorandum of Understanding”

Each and every Campus Information Services student colleague has been hired because of their enthusiasm, dedication, and sense of professionalism. Below is the RU-info Memorandum of Understanding, which outlines basic expectations to promote a universal understanding of how we can cooperatively function as a department of colleagues. This same information is reproduced in your “RU-info for Smarties” Student Colleague Handbook. Please return your signed copy to the RU-info Coordinator at the time you complete your employment paperwork, indicating that you have read and understood these expectations. This sheet will be placed in your permanent personnel file.

Position Expectations and Terms of Employment

- Note: If necessary, all Federal Work Study students must go to the Student Employment office located in Records Hall, 620 George Street to pick up and return copies of the Employment Acknowledgment Form (and if applicable, a Change of Job Form) in a timely manner.
- I understand, that my first priority while working is to direct my attention and efforts to those who are seeking our services. **Personal work (homework, writing or highlighting notes, reading, etc.) and social networking websites (Facebook, MySpace, etc.) are not permitted during regular semester time** and is up to the discretion of the supervisor on duty during final exam periods, breaks, and summer.
- I understand that I may not answer the **direct** questions of another Information Assistant—only the Information Supervisor (s) on duty should answer these direct questions. However, I may guide or steer that person in the right direction to find the right answer for him/her. It is **only the Information Supervisor’s duty and responsibility** to make sure that the Information Assistant is giving out the correct information to our inquirers.
- I understand that am committed to participate in our Customer Service Inquirer Survey the two weeks following Spring Break. I am expected to sign up for at least two one-hour shifts outside my regular work shifts for each week of the survey.
- *I understand that I will be required to work at the Rutgers Day event to be held annually on the last Saturday in April. Work assignments may include, but are not limited to, Call Center, special events table, information table, directing/ushering guests, etc. (new for ALL RU-info employees).* Special circumstances can be reviewed by the RU-info Coordinator; an employee may be excused from this requirement at the discretion of the RU-info Coordinator.

- I understand that I will be required to work one (1) semester break annually: winter break, spring break, or one of the two summer sessions. Special circumstances can be reviewed by the RU-info Coordinator; an employee may be excused from this requirement at the discretion of the RU-info Coordinator (*applies to hires after May 1, 2008*).
- As a Campus Information Services student colleague, I am responsible for representing Rutgers, The State University of New Jersey and Campus Information Services professionally to our many publics. My comments and behaviors should always be nonjudgmental with regard to all aspects of information being provided.
- I agree to respect the confidentiality to all personal and private information of our inquirers (e.g., Rutgers I.D. numbers, Social Security Numbers, pin numbers, admissions decision notification, etc.) and not divulge this information to any third party.
- I agree to do my part in assuring that the CIS mission will be accomplished by adhering to the 10 Service Commandments and 5 Core Service Values.
- I agree to successfully complete the initial training program, and participate in any on-going in-service training or refresher courses *as needed* and am aware that I am considered on probation for at least the first three months of employment and I understand that becoming a full-fledged IA includes fulfilling any involvement requirements.
- I agree to check my email on a daily basis to stay updated with any changes that may take place in the office or in the university of which I need to be aware.
- I agree to attend and participate in monthly or weekly staff meetings as determined by the scope and responsibilities of the position(s) I hold.
- I agree to participate in, and successfully complete the staff appraisal process and recognize the importance and value of feedback about my job performance.
- I agree to become familiar with departmental procedures that affect my position. I agree that I have a responsibility to come to my supervisors or other members of the management team with questions as needed.
- While on duty, I agree not to be under the influence of or, drink any alcoholic beverages or use any drugs, which may diminish my alertness or effectiveness.
- I understand that advance preparation for each shift includes: review of Staff Notes, and completion of other daily checklist items.
- As a professional courtesy, if I will be late, I agree to call the student supervisor on duty with as much notice as possible; however, I realize that this does not excuse my lateness, unless otherwise specified in the Cooperation Policy.
- I understand that preliminary class schedules for the coming semester are due to the RU-info Coordinator at the end of each academic semester. Changes to the final

student staff shift schedule will normally not be accepted after the first two weeks of the semester have passed.

- I am responsible for all of **my** assigned work shifts, *unless* I have arranged for a replacement and notified the supervisor of this change in the schedule.
- I agree to be available to work a minimum of 10 hours during final exam periods.
- I agree to notify the supervisor on duty if I must leave the office for any reason.
- I understand that during a University emergency (severe weather or campus catastrophe, etc.) such that classes are canceled or suspended, I am in an essential role and will be called to maintain CIS operations. I have read and understand the Campus Information Services Emergency plans.
- I will treat the equipment and resources in the department with respect. I am aware that any vandalism of equipment is grounds for immediate dismissal.
- I understand that I may not copy or assist anyone in copying software registered to Campus Information Services. I have read and understand the points of the Campus Information Services Use of Technology Statement outlined in the RU-info for Smarties Student Colleague Handbook.
- I understand that I must be currently enrolled as a matriculated student to be employed at Campus Information Services. However, I may request continuation of my employment within the department on a temporary basis if I should become not enrolled or graduate. Campus Information Services will consider this employment request on a case-by-case basis and permission will typically not exceed one semester.
- Personal emailing or cell phone text-messaging abuse such that it interferes with the position expectations of a RU-info student colleague is grounds for immediate dismissal. Any type of non-work related **instant messaging is prohibited while on shift**. Additionally, I understand that I may not make personal telephone calls while on duty.
- I understand that accessing inappropriate websites, downloading software, music, copyrighted materials or screensavers will lead to disciplinary action.
- I agree that, should I find it necessary to resign from my duties as a student colleague at RU-info, I am expected to give the RU-info Coordinator a written letter of resignation with at least two (2) weeks' advance notice. Failure to do so may jeopardize future references or possibility of rehire.

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I have read the above terms and expectations of the Campus Information Services RU-info Student Colleague Memorandum of Understanding and I agree to fulfill the conditions and duties described herein.

Print Student Colleague Name

Signature

Date