

Policies

Probationary period

1. Your employment with the Office of Undergraduate Recruitment is probationary for the first 30 days. During this period you will be trained and evaluated on a periodic basis. Upon the successful completion of this period your employment will be renewed until August 1, 2008.
2. There will not be a "final" evaluation during this time, but there will be several ongoing evaluations (peer and supervisor) throughout your employment.

Representative Status

1. Student recruiters must be a current full time undergraduate UT Arlington student in order to qualify to work in the Office of Undergraduate Recruitment.
2. You are a representative of The University of Texas at Arlington both when you are at work and when you are off duty.
 - a. This includes networking websites such as Myspace, Facebook, blogs, message boards etc. Student recruiters cannot have any photos or references to illegal activity including underage drinking, drug use, academic dishonesty, etc... Additionally you may not post derogatory messages, comments, photos, etc... pertaining to the University of Texas at Arlington, any of its departments, clubs, employees or students.
 - b. When coming to the office whether working or not, you are not permitted to wear any clothing or apparel of other colleges.

Training

1. Through the course of your employment you will be required to attend ongoing training sessions.
 - a. You will be required to stay informed of campus happenings through reading The Shorthorn and other news articles on the UTA website.
 - b. There will be regular training meetings hosted either in the office or at an on-campus location. You will be required to attend these meetings, and review the notes made from the meeting you did not attend.

Schedules

1. The supervisor will schedule tour guides and telecounselors based on their given availability. You will be working a set schedule during the semester.
2. There are 3 kinds of absences from work. Scheduled absences, excused absences, and unexcused absences.
 - a. Scheduled absences are times when you know in advance that you will miss work. If you give the office at least a week notice of these you will be allowed to trade your shift for another shift during that same week if an open shift is available. All trades must be approved by a supervisor.
 - b. Excused absences are for things that come up unexpectedly, such as sicknesses, accidents, or emergencies. With a valid and verifiable excuse these absences will not carry a penalty unless they become excessive. Excused absences must be called in to a supervisor no later than two hours before the start of your shift.
 - c. Unexcused absences are those absences that were not called in properly or did not carry a valid and verifiable excuse. If you are a "no show" you will be required to meet with the supervisors to discuss the problem and appropriate disciplinary action if applicable.
3. Attendance
 - a. You are "on time" if you are in the office when your shift starts.
 - i. Tour guide shifts will usually start at least 30 minutes before their first tour starts unless scheduled otherwise. This will be evaluated based on availability.
 - ii. Telecounselor shifts start at 4:00pm. Calls will begin promptly at 4:30pm.
 - b. There will be rewards for TC or TG groups for being on time. This is not a competition. If a group can have 10 or less unexcused absences and tardies in two months, that group will be taken to dinner as a group at the end of that period. Questionable absences or tardies will be discussed and determined with Dara. The choices for this dinner will be from the following: BJ's, Pappasito's, UNO's, The Spaghetti Warehouse, or Spring Creek.
 - c. Excessive tardiness will result in disciplinary action.

4. Breaks

- a. Telecounselors
 - i. 3 hour shifts = one 15 minute break
 - ii. 5 hour shifts = two 15 minute breaks
- b. Tour Guides
 - i. 3 hour shifts = one 15 minute break
 - ii. 5 hour shifts = two 15 minute breaks
- c. Visitors are allowed during break time but must visit outside of the office. You are also allowed to have visitors for emergency reasons, but must keep visits short.
- d. During break times you must leave your workstation.

Office Policies

1. Phones

- a. Phones are for calling prospective students and parents during work hours. If you want to make a personal call, you may use your office phone during your breaks. **You may not make long distance personal calls without permission.**
- b. Phones should not receive incoming calls. Do not give your number out to your friends or relatives. If they need to reach you in an emergency they can do so through Becky's number.
- c. You may bring a cell phone to work, but it must be kept on silent, vibrate, or be turned off. **If your phone audibly rings during work an excessive amount of times you will not be allowed to bring it to the office.**
 - i. You are allowed to carry a cell phone for the purposes of being reachable in the event of an emergency. Therefore you will be allowed to answer the phone if it vibrates, but if the call is not an emergency, you will be expected to hang up within 30 seconds of answering.
 - ii. You should tell your friends, parents, and family about your work schedule to minimize the possibility of them calling for reasons not related to an emergency.
 - iii. You may use your cell phone, unrestricted, during break times.

2. Computers

- a. During office hours the computers are for office use only. You may print small print jobs in the office on break or before your shift begins, however please ask a supervisor before you print.
- b. You will be expected to use the internet for **appropriate business and school orientated browsing**. Any inappropriate use of the computers or the internet will be subject to disciplinary action.
- c. You may not download **anything** on your computer. You may not save anything on the hard drive.
- d. Tour guides and telecounselors **will not use** instant messenger, headphones, listen to music or watch music videos, youtube, yahoo, etc... when you are working.
- e. **The student data contained in the school's database software is confidential. You are not permitted to share the information available on the system with anyone. Any breach of this privacy will be immediate grounds for termination.**
- f. While you are at work you are not allowed to browse the internet, play games, or use any applications besides the Student Data System or the UTA home page.
- g. **No food** is allowed at the workstations. If you plan to eat in the office use the table or back room.
- h. Do not leave any personal items at the workstations.

3. Team Atmosphere

The Tour Guides and Telecounselors will function as members of a team that includes all student workers, the professional admissions staff, recruiters, and others.

- a. You will be expected to contribute to creating a team atmosphere by supporting your teammates, helping them achieve their goals, and treating them with respect. **Any disrespect, yelling, or fighting with a teammate is completely unacceptable.** If you engage in yelling or arguing with another teammate you will be sent home for the day, regardless if the argument is work or non-work related.
 - i. An argument will be described as an exchange that occurs at a volume that prevents others from working or an exchange that includes malicious or disrespectful remarks directed at another worker.

- ii. You will not be able to return until you meet with a supervisor and Dara. There will be zero tolerance for actions that disintegrate the spirit or structure of the team.

Dress Code

1. Tour Dress

- a. Tour Guides must dress in work attire or "nice clothing" (no tee-shirts or shorts) for every shift.
 - i. If dressed inappropriately for three times you will be required to dress in uniform every day.
- b. Shoes must be comfortable closed toed shoes or sandals with backs.
- c. **UNWRINKLED** khaki, navy blue, or black pants can be worn.
 - i. Skirts and shorts must be no shorter than one inch above the knee.
 - ii. All men's pants must be worn with a brown or khaki belt.
 - iii. Pants must be clean. There can be no holes, frayed edges, patches, paint, stains, dirt washes, bleach spots, etc...
- d. Unwrinkled UT Arlington recruitment shirts must be worn while at work. All shirts except the rugby must be tucked in unless otherwise told.
- e. No sunglasses may be worn on tours, however, tour guides may wear approved UTA hats sparingly.
- f. If tour guides come to work wearing clothes not fitting this dress code they will be sent home for the day.

2. Appearance

- a. Student recruiters must have a groomed appearance (face and hair).
 - i. No unnatural hair colors or extreme hair styles will be allowed.
 - ii. No visible tattoos
- b. Telecounselors must not wear clothing that will be distracting in any way to others around them.