

# ARCADIA UNIVERSITY

## **Enrollment Management**

## **Student Workers Guide**



## Enrollment Management Student Workers Guide

Welcome to Enrollment Management and for those returning, welcome back! We are pleased to have you with us. To help make your work experience more pleasant and to ensure a cooperative, team environment, we have created this guide. In this handbook you will find information relating to supervision, expectations, schedules, policies and confidentiality. Please discuss any questions, concerns or feedback you have regarding this information with a supervisor.

### ***Reporting Structure***

As a Student worker in Admissions, you have multiple supervisors.

[REDACTED] Office Manager	[REDACTED] manages the office and the Admissions student workers. She keeps track of your hours and works with you to develop a schedule. She also assigns work to you on a day-to-day basis.
[REDACTED] Operations Coordinator	[REDACTED] coordinates the day to day Admissions Operations and oversees the Operations team of Work/Study students and graduate assistants. She has responsibility for application and credential entry, letter production and mailing, as well as entry of inquiries and visit-related information. She assigns work to you as needed to ensure daily entry of inquiries, visit data, applications, credentials, timely mailing of letters and various data clean up projects. Work assigned to you by [REDACTED] takes priority and should be completed before taking on any other assignments given to you by other staff. If someone tries to give you work while you are working on a priority job, please feel free to refer them back to [REDACTED].
Angela di Gualco, Data and Operations Manager	Angela manages Admissions Operations and many of the software applications used in EM: Connect, Telecenter, Apply Yourself and Nolij.
[REDACTED] Assistant Director of Enrollment Management	[REDACTED] oversees all Work/Study students who work in Enrollment Management. She provides orientation for student workers. If necessary, students who do not follow policies or proper procedures will be referred to [REDACTED] for disciplinary action.

### ***Duties and Responsibilities***

Student workers in Admissions perform a variety of duties. These duties include, but are not limited to, scanning, data entry of inquiries, SAT/ACT scores, and visit information

into Connect, assembling information packets for counselors, mailing letters, preparing event packets, making acceptance kits, filing, pulling folders, participating on calling campaigns, cleaning up data, and other miscellaneous projects. Student workers who have been working with us for at least one semester, who show the ability to focus and enter data accurately, may be selected to work on the Operations team. Operations student workers enter applications and credentials, index scanned documents in Nolij, and print/generate our daily letters. Student workers will receive system training each semester.

Student workers are expected to report to work on time, leave at the scheduled time (unless additional hours have been pre-arranged with a supervisor) and to be productively and cooperatively engaged in the work assigned to them. Our normal business hours are 8:30 am to 5:00 pm Monday through Friday. Student Workers' hours are to be performed during those hours unless special arrangements are made.

Special working times include at least two open houses in the fall and Countdown to Arcadia University or the Spring Open House for Juniors in April. There are also reception/data entry positions available on Saturday mornings and occasional evening projects.

Student workers are also responsible for letting a supervisor know when a task has been completed. We are a very busy office and there is always a variety of work that we need help with.

As a general rule, Student workers do not answer Enrollment Management phone lines. Under certain circumstances, such as EM Staff Meetings or during the hours of 11am – 2pm, student help may be needed to adequately respond to telephone inquiries. Students who answer phones will receive training in customer service and telephone etiquette each semester.

## ***Hours and Scheduling***

We greatly appreciate your time and efforts, as full-time students and part-time employees. Adhering to these guidelines will assist in the management of operations and workflow. Thank you for your understanding and cooperation.

- Please commit to a schedule that includes set days (and times) of the week. These are to be worked out with your immediate supervisor during the first week of the semester.
  - We understand that circumstances occasionally conflict with schedules, so just call or email in advance of your scheduled time if you need to change your schedule. It is difficult to plan work when we do not know when you will be here.
  - Please do not work more (or less) than your scheduled hours without making arrangements with your immediate supervisor first. We need to ensure adequate coverage in the office throughout the term.

- Please schedule and work your hours during normal business hours – 8:30 am to 5:00 pm, Monday through Friday unless you will be part of calling campaigns or have made arrangements in advance with your supervisor.
- If you are unable to come to work, please call before the start of your work hours to let us know. The next time you come to work, please let us know if/how you will make up the time.
- Work priorities can change from day to day. Check in each day when you arrive for work to find out what the priorities are for that day or that week. If none of your supervisors are around, please proceed with your usual duties and check in later.
- Please indicate hours worked each day (and lunch breaks) on the sign in and out sheet.
- Please remember to let us know as soon as possible if/when your schedule changes.

### ***Policies***

As a member of the Enrollment Management team, we expect you to behave in a professional manner. While at work, you are a representative of Enrollment Management and your behavior reflects on the whole department. These policies have been established to ensure a cooperative, harmonious environment conducive to serving the needs of prospective students.

Eating is not permitted during your working hours or at workstations in the Enrollment Management Office.

If you need to adjust your hours to allow time for eating before work, please speak to your supervisor. It is difficult to engage productively in work while eating. We can be flexible with hours but want workstations clean and equipment free of food debris. This is also intended to prevent a re-occurrence of problems with mice.

Unauthorized use of computers could be grounds for dismissal.

This includes surfing the Internet, reading and replying to personal email and playing games. With so many people using computers, non-work related work impacts system resources slowing down others who are productively engaged in work. The computer is a tool not a diversion from work. When you have finished an assignment, speak to your supervisor to find out what else you can do to help.

Talking and text messaging on cell phones is not appropriate.

Excessive conversation detracts from accuracy and slows down work. Even basic tasks slow down when extended conversations take place. It also contributes to

the distraction of others who are working and lost applications, credentials and folders through mishandling and incorrect filing. However, you are welcome and even encouraged, to bring an iPod or MP3 player with headphones to listen to while working.

Inappropriate or disruptive behavior will not be tolerated.

It is our goal to make this a pleasant, enjoyable place to work for all. When people call across the room (or into the adjoining room), talk loudly or constantly, laugh raucously, sing along with their iPod or MP3 player ☺ it distracts others from their work and increases inaccuracies. Please comport yourself in a mature, professional manner that is respectful of your fellow team members.

Dress neatly and appropriately as a representative of the University

This means no sweats, clothing with other college or University logos, low-riding pants, cut-offs, holes in clothes, bare midriffs, etc.

### ***Confidentiality***

During the course of your work for Enrollment Management, you will be exposed to confidential information and personally identifiable information of prospective students. It is expected that all such information as well as business processes and procedures will not be discussed or disclosed outside of Enrollment Management or for any purpose unrelated to the work of Enrollment Management. As a private institution, Arcadia University is competing with other schools for prospective students. Our recruiting techniques and other processes and procedures are proprietary. If we are to continue to be competitive, our practices must remain confidential.

Therefore, all information received from or provided to students, their families, agencies, schools, companies and all other customers whether written, typed, or verbal is considered private and confidential and must be treated as such. It is expected that you will treat this information with the utmost confidentiality, similar to the standard applied to attorneys, accountants, ministers and other professionals regarding information about their customers.

By using the term “utmost confidentiality”, we expect you to:

- Not discuss information as defined above with anyone except current Arcadia University Enrollment Management supervisors.
- Agree to return any notes or other information obtained should you choose to leave the office or Arcadia University.
- Exercise care in revealing information as you go about the course of completing your education.

- Not reveal information as defined above in the course of regular business, career, school or social activities now or in the future.
- Not use the information as defined above to the detriment of Arcadia University or any of its students or prospective students.
- Keep confidential all passwords and refrain from any use of this information outside of regularly scheduled work hours within the Enrollment Management Office.

With this guide we are clarifying our expectations and laying the foundation for a mutually satisfying, cooperative and enjoyable work experience. You are a valued member of the Enrollment Management team, and we appreciate your hard work and continued dedication to the aims, objectives and goals of the Enrollment Management Office at Arcadia University. Thank you for your support!

By signing below, I acknowledge that I am responsible for reading and understanding the contents of this Student Workers Guide. I agree that if I do not understand or have questions or concerns about anything in this document, I will speak with one of my supervisors. I further understand and acknowledge that I will be held responsible for knowing and abiding by the policies, procedures and expectations, including non-disclosure of private and confidential information, outlined in this document and that failure to do so will result in disciplinary action that may include, but not be limited to, release from my student worker position in Enrollment Management.

Signed and agreed to this \_\_\_ day of \_\_\_\_\_, 20\_\_.

Students Signature: \_\_\_\_\_

Students Name: \_\_\_\_\_

SS#: \_\_\_\_\_

Phone#: \_\_\_\_\_