Disclaimer: This Handbook is not a contract and does not encompass UTEP Policies. Nothing in this handbook is intended to create a contract of continued employment, employment for a specified term, or any contractual obligation or legally enforceable obligations on the part of the UTEP Career Center.
Our Mission

*The University Career Center has as its mission, the career development of the students of The University of Texas at El Paso; to assist in relating their capabilities, interests, and skills to meaningful career options; to inculcate in them the sense of professionalism required for success; to ease their transition from the University to a productive career.*

Welcome!

We welcome you as a valued member of the Career Center Staff. Your role is important because you help support our mission of preparing UTEP students for the future. We depend on and respect our staff members (full-time, part-time, and student employees). As a result, we want to provide you with as much information as we can to help you perform your job. This handbook covers general office functions, confidentiality policy, and emergency procedures. In addition, when you meet with your supervisor, you will be provided with specific job functions and procedures. Please note that this handbook does not replace the policies set forth by the University. Finally, remember that your employment at the Career Center is part of your foundation as you prepare to become a professional – you are a reflection of all the best that UTEP has to offer!

We look forward to having you on our team!

“Every job is a self-portrait of the person who did it. Autograph your work with excellence.”

Anonymous
As staff members of the University Career Center, it is critical that, in all we do, we keep the following statement in mind:

The Student Is…

… the most important person on the campus. Without students there would be no need for the institution.

… not a cold statistic, but a human being with feelings and emotions like our own. They deserve to be treated with respect.

… not someone to be tolerated WHILE WE TRY TO get our work done. THEY ARE OUR WORK.

… not dependent on us; rather, we are dependent on them.

… not an interruption of our job, but the purpose of it. We are not doing them a favor by serving them; they are doing us a favor by giving us the opportunity to do so.
Organizational Structure

Here is an organizational chart that will help you to understand who works in the University Career Center and in what capacity.
OUR SERVICES

To learn more about what we do at the Career Center, we ask that you undertake these activities as part of your training within one month of employment:

- Complete UTEP’s Compliance Training
- Create your Job Mine account
- Prepare/Update your résumé and submit to your supervisor for review
- Make an appointment to get a tour of the Resource Center Area
- Review our web site thoroughly to learn about our services

COMPUTERS

Your work duties require the use of a state owned computer; note that all computers are state property and subject to Information Technology’s security and audits at any time. We discourage you from downloading unauthorized programs to your terminal.

Because the number of student employees working at the Career Center exceeds the number of computers available, we ask that you save all your work on the server (shared directory) so that you can access your work from any computer and to protect us from loss of important work-related materials.

- Do not save items to the hard drive since that computer may be taken by another student.
- These guidelines also apply to the use of the laptops.
- If you are not working, you need to use the computers in the resource area to work on any personal items.

E-MAIL

We encourage you to exercise caution when opening files, visiting websites, and using your flash drive (USB). Remember that your work, hard drive, and server files can be compromised when opening attachments from an unknown source.

All departmental communication is sent to your UTEP e-mail address; be sure and read it regularly.
TELEPHONE/Etiquette

Please direct all your calls to the front desk at 747-5640.

- **To make outside local calls**, Dial 9 + number.
- **Long distance calls.** Student telephones don’t have long distance capability, but if you are asked to make long distance calls on behalf of the department, you need to log all long distance calls. Your log sheet must include: date, name of the agency, and telephone number.
- Personal long distance calls are **not allowed**.
- **Cell Phones.** Use professional judgment when using your cell phone. Place your phone on the vibrating setting that it will not interfere with your co-workers, and remember that you are working.
  - Keep personal calls to a minimum.

If a family member needs to contact you in case of an emergency, please have them contact the front desk at 915-747-5640.

You will need to schedule an appointment with one of the Administrative Secretaries at the front desk to receive telephone training by ______________________.

Fax/copier

Our fax machine is also the copier. For on-campus faxes, you simply need to dial the last four digits of the number (e.g. 4444). For off-campus faxes, you will need to dial 9+ number (e.g., 9+223-5730).

- Long distance faxes need to be logged.
- Personal faxes/copies are not allowed without prior approval from your supervisor.
- Please note that the copier is for **office use only**. If you need to print your homework or copy notes from class, you can use the computers and printer in the resource area to do so.
- Paper, for the **office** copier, is located in the large cabinet in front of the copier.

You will get “hands-on” training on how to use the copier from ______________________. Please schedule a time with her/him that is convenient for both your schedules.

Problems with Computers

Inform your supervisor if you are having problems with your computer. If someone on the staff cannot resolve the problem, then your supervisor can place a call to the HELP Desk. You will need to record the reference number and inform the FRONT DESK of the call and reference...
number and computer tag. Often times, technicians may arrive when you are not at work, we can direct them to the correct computer.

SECURITY

Our responsibility is to provide you with a safe and secure workplace, but we need your help to accomplish this. We ask that you secure your personal belongings so they are not in the open where they can easily be taken. Additionally, we ask that you report to your supervisor any item/person that seems out of place (e.g., if you are missing items from your desk or your lunch is gone from the refrigerator.)

GUEST

HMM... friends are nice to have, but not at work. We work with personal information and having guests around is not a good fit. This is equally true from a security standpoint; therefore, we ask that you meet your friends out in the resource area. Remember to limit your visiting time, if it will take more than 15 minutes, we ask that you clock out.

FIRE ALARMS

The Center follows a straightforward approach with regard to fire alarms: all fire alarms are taken seriously. If you hear an alarm, then proceed to exit the building.

We ask that you unlock your office door and then close the door behind you as you exit.

There are two Fire EXIT doors in the area that we occupy; these are ONLY to be used in the event of an emergency. (Being late to class or wanting to leave early is not an emergency!)

If you need to go to class when a fire alarm is sounding, please inform your supervisor or one of the administrative staff members so that we know you have left and are not inside the building.

The Center has a designated area where all employees and recruiters meet when the alarm sounds. (see map)

Sign up for Miner Alerts. Miner Alert is an electronic system (e-mail/text) that notifies you in the event of an emergency situation. Sign up at: https://mineralert.utep.edu

In the event that we need to evacuate campus, with no notice to leave for the day; we will meet at the corner at Mesa Street & Kerby – Starbucks Parking Lot (2300 N. Mesa/915-577-0305).
EVACUATION PROCEDURES

All alarms are taken seriously. Please follow evacuation procedures below in case of a fire alarm.

1. Close the door behind you when exiting the room. Leave it unlocked.
2. Use the closest Emergency Exit.
3. Do not use the elevators.
4. The Career Center has a pre-determined meeting place. All staff and visitors will meet on:

University Avenue
(see map)

5. Do not re-enter the building until it has been declared safe by campus police.

Career Center - Union West 103

Student Initials _______
FRONT DESK EMERGENCY ALARM

The front desk is equipped with two alarms in the event that front desk staff members feel unsafe / threaten. We test the alarm the first Friday of every month to check that everything is working properly.

- It is your responsibility to respond to this alarm at all times. You can approach the front desk from the front hallway or via the interior offices.
  Additional training will be provided by the Front Desk Staff, by ______________________.

SAFETY

If someone is injured (student, staff, visitor), call campus police at extension 5611. If the person is bleeding profusely or having difficulty breathing – call 911. You will need to complete an accident report, but first make sure the injured person receives medical attention. Be sure to inform your supervisor of the situation.

CONFIDENTIALITY

It is very important that you understand the importance of student confidentiality. Because of the nature of the work that this office undertakes, we must be very sensitive about how we handle student information. This ranges from student ID’s, unofficial transcripts, résumés, and job offer information. You are responsible for the guarding of this information.

Student confidentiality is VERY important.
You need to know about **FERPA**, which stands for: Family Educational Rights and Privacy Act.

FERPA (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student educational records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education; UTEP is one of such schools.


**Scenarios:**
- If a parent calls to ask for information about his or her son/daughter, do not give any information; have them speak to a full-time staff member.
- Your friend wants to know the address/e-mail of a student he/she likes; don’t release ANY information.

If you have any questions regarding the confidentiality policy, please contact your supervisor.

**Passwords:** We ask that you guard your Computer and Job Mine passwords like you would any other sensitive information within the office. **Do not share passwords with anyone!**

**INCLEMENT WEATHER**

Luckily, there are only a few days in the year when El Paso weather becomes severe. When this happens we ask that you stay tuned to the local radio stations or the Miner Alerts to hear if the University is closed or open for the day.

If the University is not closed, but weather conditions are still severe, please take your time getting to work; do not put your safety at risk. Simply call the office and inform us you will be arriving late.

If the University is closed, stay home and start studying.
- **You will need to provide a telephone number or cell number where you can be reached in the event of an emergency.** You will also be part of a departmental calling tree which will be activated in the event of an emergency or closure.
- **You can also call our main number 747-5640 to hear a recording.**
WORK SCHEDULE

Once you set your work schedule we expect that you will follow it. Be punctual! We depend on you to get projects completed in a timely manner, so adhering to your schedule is important.

- Any problems, communication with your supervisor is important.
- PCAs are expected to adhere to their Resource Center hours.
- EVERYONE is expected to work during the University’s Commencement; this usually falls on a **Saturday**. The hours you work will be included on your timesheet.
- When requesting time off to study or travel, you must speak with your supervisor in advance (prior to you buying your airline tickets) and get written **approval** for the time you will be away from work.
- All student employees must be available to participate in student training events hosted by the Career Center and/or the Division of Student Affairs; **it is an expectation**. The hours you work will be included on your timesheet.

CAN’T MAKE IT TO WORK TODAY?

**Who do I call when I can’t come in to work?**
Call the front desk **at least an hour before** your scheduled arrival time and they will direct you to your supervisor. This is important in the event that your supervisor is out of his/her office and cannot get your call.

**What if I am running late?**
If you know that you will be coming in late, please call your supervisor and advise her/him of your situation. Again, if you can’t reach your supervisor, inform the folks at the front desk (747-5640).

Professional courtesy counts!

CLOCK-IN & BREAKS

You need to clock in when you arrive to work and clock-out when you

Prepared by: Betsy Castro-Duarte
Director

Student Initials _______
leave to class or when you leave for the day. You will be paid according to the hours on your timecard, so it is very important that you clock in and out. You will need to clock out when having a **lunch/break that lasts more than 15 minutes**. Use your time wisely and inform your supervisor if you will be gone for a longer period of time. **You are not allowed to clock in for anyone else.**

**HOMEWORK/OUTSIDE WORK**

- You are **not** to do your homework during work hours.
- If you are not working for the day and want to use the computers in the office, you can only use the computers located in the resource area.
- Be sensitive to those who are working; don’t take them away from their work.
- Peer Career Advisors (PCAs) have items to accomplish during “downtime”.

**GETTING PAID**

There are two (2) pay periods in each month.
First: 1st – 15th of the month – **Time sheets are due on or before the 15th.**
Second: 16th – last day of the month – **Time sheets are due on or before the last day.**

- Turn in your signed **time sheet and timecard** to your supervisor for processing.

- **You are responsible** for submitting both items in a timely manner. **Sign up for automatic deposit** so that you receive your money faster.

**ATTIRE (DRESS CODE)**

The focus of our office is to prepare students for the world of work and this means that we need to set an example for the rest of the students to follow. Therefore you will often see our staff and visiting employers wearing business...
attire, and although we don’t expect you to come in professional attire for your day-to-day work, we do ask that you wear **appropriate** attire for work.

- We do not allow tank-tops, short shorts, soiled clothes, sandals, flip flops, torn jeans or caps.
- Visible body piercings (in the face – other than earrings), earlobe spacers and/or tattoos are not acceptable office attire. If you have a visible tattoo make sure is discreetly and completely covered.
- Hair color must be in natural tones; non-natural colors such as pink, blue, etc. are not acceptable.
- This is especially true for some of our special events: presentations, information tables, and canopy set-ups. For these days, we expect you to wear the polo or shirt that the department has purchased for your use.
- We do ask you to wear business attire for all of our: Job Fairs, Presentations, and dinner etiquette.
- Remember: You do not get a second chance to make a good first impression.

**Career fair attire guidelines**

<table>
<thead>
<tr>
<th>What is acceptable</th>
<th>What is NOT acceptable</th>
</tr>
</thead>
</table>

**MEN**

![Image of a man wearing business attire]

**WOMEN**

![Image of a woman wearing business attire]

A nametag tells visitors to the office that you belong here and they can ask you for assistance. When working, you need to wear the name tag that has been provided. This also applies to the career fairs, information tables/canopies, and presentations.
MEETINGS

Meetings are an important part of our operations; they are used to share information with you and to hear from you. Work with your supervisor, set a meeting time to establish work priorities and training sessions. You should also expect to participate in department-wide student meetings.

- A word to the wise – Always bring a pencil and paper to your meetings.

EVALUATIONS/ACADEMIC PROGRESS

Each semester, your supervisor will set an appointment with you for your performance evaluation or review of goals. This appointment will allow you and your supervisor to assess how the semester has gone and what learning objectives you want to set for the next evaluation period.

- You must be making academic progress towards your degree and be in good academic standing (i.e., 2.0 undergraduate or 3.0 graduate GPA) to continue to work at the Career Center.
- We will verify your grades and full-time enrollment at the beginning of each semester.

SUPERVISOR FEEDBACK/ DUE PROCESS

You have heard time and time again that communication is very important in a good working relationship, but we would like to stress that this is essential at the Career Center. Your supervisor is responsible for providing you with clear expectations and feedback on your work. We encourage you to meet regularly to address any concerns that you or your supervisor may have. If problems with your performance should arise, then following will be undertaken:

- Your supervisor will meet with you to discuss the concern and set a corrective plan of action.
- If the problem persists, then you will receive a verbal warning and the corrective plan of action will be discussed again.
- If, after the verbal warning, there is still no improvement, then you will receive a written warning explaining the areas of concern and corrective action that is expected. You will receive a copy of this warning and one will be placed in your employee file.

Student Initials ________
• If, after the verbal and written warnings, the problem(s) persists, then further disciplinary action will be taken, including the possibility of termination of your employment.

The Career Center has an open door policy – do not hesitate to walk in and talk to any one of us!

• When leaving the Career Center because of an internship, graduation, or better opportunities elsewhere, we will conduct an exit interview to hear your thoughts about your experience and any suggestions you may have for improving our services. Please schedule an appointment with your direct supervisor and with the Director.

• If leaving voluntarily, you will be asked to submit a letter of resignation/separation to your supervisor – professionalism counts!

EMPLOYER LOUNGE & HOUSEKEEPING COURTESY

A refrigerator and microwave are available for your use in the Employer Lounge. However, regular use of the employer lounge is for employers only; please have your lunch in the conference room, if the room is available. There is also no eating in the interview rooms or in your work area (where the computers can get damaged). Please clean up after yourself when eating in the conference room. Everyone is scheduled to clean the kitchen area.

• Do not eat at your work station since food may get onto the computer.

A few items to remember:
• DO NOT leave food to spoil in the refrigerator.
• Place your name on your food.
• CLEAN any spills in the microwave and cover your food when warming it.
• The refrigerator is cleaned at the end of the week and any old containers are thrown away, so please take them home with you.

SUPPLIES
Supplies are stored in the cabinets located by the copier. These are not for your personal use, but for WORK. Talk to your supervisor if you need materials to accomplish your work.

- Put away any materials that you have taken from their storage place.
- If an item is running low, please inform our Office Supervisor, so the item can be re-ordered.
- Laptops can be considered supplies for your presentations. If you need to use a laptop, camera, projector, lights or other equipment, you will need to check it out at the Front Desk.

**ACCOMMODATIONS**

If you need special accommodations please inform your supervisor of the accommodations needed. We also encourage you to schedule an appointment with Ms. Sandy Vasquez at the Equal Opportunity (EO) office.

**DISCRIMINATION POLICY**

It is the policy of The University of Texas at El Paso (UTEP) and the University Career Center, as provided in the applicable Federal statutes, that:

*No person shall on the basis of race, color, national origin, religion, handicap if otherwise qualified, sex or sexual orientation be excluded from participation in, be denied the benefits of, or be subject to discrimination under, any program or activity sponsored or conducted by The University of Texas at El Paso; and the Career Center; and no person shall be subject to discrimination in employment on the basis of age or veteran’s status.*
MEMORANDUM OF UNDERSTANDING

- My supervisor has discussed each of the topics mentioned in the University Career Center New Student Employee Handbook.
- I will retain a copy of the handbook to refer to at a later time.
- I understand that the Career Center has an open door policy as it pertains to keeping students informed of policies and procedures that affect my work environment.

CONFIDENTIALITY & COMPUTER SECURITY AGREEMENT

I understand that my knowledge of student information is to be kept confidential at all times. The information is not to be discussed, shared, or duplicated in any form or manner.
I also understand that, with regards to computer information security *:
- I will not disclose my assigned password to another person; and
- I will not leave my computer terminal unattended; and
- I will not download any files to my computer.
- I will abide by the University’s policy on computer security policy.

By signing this document, I agree to abide by the above stated Memorandum of Understanding, including statements regarding policies and procedures as well as confidentiality and computer security statements.

Student: _____________________________ Date: ______________

Supervisor: __________________________ Date: ______________

Director: _____________________________ Date: ______________

Student Data Sheet

Name ____________________________________________________________
(First) (MI) (Last)

Student ID_______________________  UTEP Employment ID____________________

UTEP Email_____________________________________________________

*Birthday (Month and Day) ___________ Anticipated Graduation _____________
* Do you observe your birthday? _____ (Y/N)

Major_________________________  Minor___________________________

Best Contact Phone Number_______________________________________

Emergency Contact Name/Number ___________________________________

Your name as you would like it to appear on your name badge
____________________________________________________________________

Shirt Size ________________

Supervisor Initials _______________ Employees Initials ________________

_____ Discussed Handbook
_____ Reviewed Emergency Plan
_____ Photo Appearance Release
_____ Computer/Confidentiality Awareness
_____ UTEP Compliance Training
(Certificate to be printed then submitted)

Office Use: ☐ Name Badge ☐ T-shirt ordered ☐ Day Planner

THE UNIVERSITY OF TEXAS AT EL PASO

Prepared by: Betsy Castro-Duarte
Director

Created: 2/2004
Updated: 8/2.2016

Student Data Sheet

Date: ___________________
Name __________________________________________________________________
(First) (MI) (Last)
Student ID_______________________  UTEP Employment ID____________________
UTEP Email_____________________________________________________
*Birthday (Month and Day) ___________ Anticipated Graduation _____________
* Do you observe your birthday? _____ (Y/N)
Major_________________________  Minor___________________________
Best Contact Phone Number_______________________________________
Emergency Contact Name/Number ___________________________________
Your name as you would like it to appear on your name badge
____________________________________________________________________
Shirt Size ________________
Supervisor Initials _______________ Employees Initials ________________
_____ Discussed Handbook
_____ Reviewed Emergency Plan
_____ Photo Appearance Release
_____ Computer/Confidentiality Awareness
_____ UTEP Compliance Training
(Certificate to be printed then submitted)
Office Use: ☐ Name Badge ☐ T-shirt ordered ☐ Day Planner

THE UNIVERSITY OF TEXAS AT EL PASO

Prepared by: Betsy Castro-Duarte
Director

Created: 2/2004
Updated: 8/2.2016
University Career Center

APPEARANCE RELEASE

I hereby grant THE UNIVERSITY OF TEXAS AT EL PASO (UTEP), its successors and assignees, and those acting under their permission or upon their authority, or those by whom they are commissioned:

1. The unqualified rights and permission to reproduce, copyright, publish, circulate and otherwise use videotapes, photographs and/or motion pictures and voice reproduction of me.

2. All my right, title and interest in and to all negatives, prints, tapes and reproductions thereof, and I do hereby release the aforesaid parties and their successors and assignees, if any, from any and all rights, claims, demands, actions, or suits which I may or can have against them on account of the use or publication of said photographs and/or motion pictures of tapes.

I understand that UTEP may use some of my videotaped remarks, photographs, and/or interviews for future television and other media productions.

I have read and understand the above release and agree to all its terms and conditions.

PRINT

Name ________________________________________________________

Address ______________________________________________________

Signature _____________________________________________________

Date ______________________  Event ______________________

103 W. Union    915-747-5640    careers@utep.edu    www.utep.edu/careers