

UCA Student Employee Expectations

2024-2025 UCA Commitment Work Study Accountability Point System

Last revised: 07/2024

UCA Student Employee Expectations are always in effect and cover all UCA Commitment student workers. Student employee's failure to comply with these policies may result in disciplinary action up to and including termination. Points will be used to track student's standing with their on-campus employers

Accruing five (5) points during one semester for any combination of offenses will result in a student worker's employment being reviewed by Human Resources (HR), which may result in termination, and affect renewal eligibility for UCA Commitment work study participation. Accrual of accountability points may have repercussions for employment and UCA Commitment work study eligibility independently. Students who accrue five (5) or more accountability points in the fall or spring term will not be eligible to receive a future UCA Commitment work study assignment. However, students may be able to continue in an institutional or federal work study role.

The following are examples of items that may cause a student to accrue points:

- Leaving a shift early without a manager's approval
- Failure to complete shift assignments or assigned tasks
- Failure to show up to regularly scheduled office hours
- Failure to attend mandatory meetings and events
- Arriving to a scheduled shift in apparel that does not comply with the dress code
- Arriving late to a scheduled shift

5 Point Accountability System Overview

- Points will accrue and expire on a fall and spring semester basis.
 - Work standing will be evaluated for work study renewal eligibility on the date final grade reports are due (please refer to the [Academic Calendar](#))
- If a student reaches five (5) points, their employment will be reviewed by HR and the UCA Commitment Office.
- Some infractions may lead to immediate review of a student's employment by HR and the UCA Commitment Office.

Progression of Corrective Action & Process of Reporting

In any instance of inadequate performance, supervisors are encouraged to apply corrective actions as a means to remedy problems, improve overall job performance, and encourage open and honest communication.

Steps to corrective actions should include:

1. Issue a verbal warning
 - Supervisors should meet with student workers to discuss unsatisfactory work performance. This discussion should include corrective counseling and/or additional training opportunities. The verbal warning should specifically address required improvements, a timetable for continued review, and possible outcomes of continued unsatisfactory performance. Supervisors should issue a written

follow up communication outlining the points discussed via email or a hardcopy memorandum.

2. Issue a written warning
 - If a student worker's performance does not improve and/or other performance related issues develop, the supervisor should provide a formal written warning containing specific performance issues, timetables for change, and consequences of unsatisfactory performance. Copies of the written warning should be placed within the departmental file.
3. Complete the Student Worker Corrective Action & Notice for Point Accrued form
 - Following a verbal and written warning, supervisors may formally report inadequate performance using the Student Worker Corrective Action & Notice for Points Accrued form. Submission of the form may result in accrual of accountability points for the individual student worker. The supervisor will be responsible for initiating the form to outline the perceived infraction(s). Students will then receive a copy of the form and must sign it to acknowledge receipt. The UCA Commitment Office will receive a copy of the completed form and take appropriate actions based on the total point accrual of the student. If a student has reached a minimum of five (5) points, the student worker's employment may be reviewed by Human Resources (HR), which may result in termination, and affect renewal eligibility for UCA Commitment Work Study participation.

Point Reasons & Values

Immediate Evaluation for Termination: 5 points

Students are expected to adhere to the policies and guidelines provided in the [UCA Student Handbook](#). Violations of the general rules and regulations or standards of student conduct may result in an immediate review of employment with HR, even if the student employee has not received any prior accountability points. Some specific examples of instances in which a student may accrue five (5) points automatically include, but are not limited to:

- University Code of Conduct violation, as outlined in the Standards of Student Conduct section within the [UCA Student Handbook](#).
- Reporting for work in an unsafe condition. This includes but is not limited to being under the influence of alcohol or drugs.
- Knowingly admitting an unauthorized person or persons into any locked or restricted building on campus/area.
- Abusive, threatening, or coercive treatment of another employee, student, customer, or a member of the public.
- Deliberate or careless conduct that endangers the safety of self or other employees, including the provocation or instigation of violence.
- Stealing, giving away products, or not charging for services.
- Sharing confidential information covered by the Family Educational Rights & Privacy Act (FERPA) and/or Health Insurance Portability & Accountability Act (HIPAA) with unauthorized individuals.

Attendance: 1 - 2 points

- *Misrepresentation of time worked: 1 point*
 - Definition: Employee misrepresents the number of hours worked for one or more shifts in a given pay period.

- All hours worked must be documented in Self-Service for timekeeping and pay purposes.
- *Failure to report time: 1 point*
 - Definition: Employee fails to submit a completed leave report by the defined submission date.
 - Employees are encouraged to enter time into Self-Service on a regular basis throughout a pay period to assist in accurate and timely time submissions.
- *Not following assigned schedule: 1 point*
 - Definition: Employee attends a shift for which they were not assigned, switches shifts with another employee without supervisor approval, and/or arrives excessively early to an assigned shift.
- *Leaving early: 1 point*
 - Definition: Employee leaves a shift before the end of its scheduled time without supervisor approval.
- *Late/tardy: 1 point*
 - Definition: Employee is not ready and/or present to begin work at the assigned location and start time of a shift.
 - Employees should call the assigned supervisor to report if they will be late/tardy before they are scheduled to begin working. Voicemails and texts are acceptable. The student should try to include, to the best of their ability, the expected time they will arrive at work.
- *Call in to shift with less than 48-hour notice: 1 point*
 - Definition: Employee notifies their supervisor they will not be attending a scheduled shift with less than a 48-hour notice.
 - Exceptions can be made for sickness and medical emergencies, with appropriate communication to supervisors.
- *No call no show: 2 points*
 - Definition: Employee is scheduled to work and they neither notify their supervisor they will not be attending the shift nor show up for the shift.
 - If an employee has three (3) consecutive shifts of no call no show this may be considered as job abandonment and the employee can be terminated.

Performance: 1 - 2 points

- *Dress code violation: 1 point*
 - Definition: Employee is dressed inappropriately and/or unprofessionally based on their position.
 - If an employee's dress is deemed inappropriate by a supervisor, the employee may be sent home from their shift in addition to accruing points.
- *Excessive personal phone use: 1 point*
 - Definition: Employee is accessing personal items/information on their mobile device in a manner that is interfering with work duties and/or services associated with their position.
 - Accessing email, social media, personal calls and/or texting should be limited and not interfere with work assignments.
- *Failure to maintain a professional & productive workplace: 2 points*
 - Definition: Employee fails to act in a professional manner and/or whose actions result in a disorganized, chaotic, or otherwise ineffective work environment.
 - Examples include but are not limited to:

- Inappropriate conversations and/or vulgar language: Any topic of conversation that is not relevant to the work performed, including but not limited to: bullying, insulting others, or making discriminatory remarks.
- Disruptive behavior: Inappropriate behavior that interferes with the function and flow of the workplace.
- Creating a messy shared work space

Miscellaneous: 1 - 3 points

- *Failure to complete task as assigned: 1 point*
 - Definition: Employee fails to follow directions related to assigned tasks, resulting in inadequate results.
- *Failure to fulfill duties: 2 points*
 - Definition: Employee fails to complete assigned tasks by the prescribed deadline.
- *Insubordination: 3 points*
 - Definition: Employee is willfully disrespectful to the supervisor, refuses to complete assigned tasks related to their position, prevents other employees from completing their assigned work, sabotages work-related projects, and/or undermines supervisor(s) in a way that is detrimental to the mission or goals of the university.

Infraction Type	Infraction	Point Value
Attendance	Misrepresentation of time worked	1
Attendance	Failure to report time	1
Attendance	Not following assigned schedule	1
Attendance	Leaving early	1
Attendance	Late/tardy	1
Attendance	Call in to shift with less than 48-hour notice	1
Attendance	No call no show	2
Performance	Dress code violation	1
Performance	Excessive personal phone use	1
Performance	Failure to maintain professional & productive workplace	2
Miscellaneous	Failure to complete task as assigned	1
Miscellaneous	Failure to fulfill duties	2
Miscellaneous	Insubordination	3