

**STEVENS TECHNICAL  
ENRICHMENT  
PROGRAM  
(STEP)**

*STUDENT EMPLOYEE HANDBOOK*

## INTRODUCTION

Welcome to the Stevens Technical Enrichment Program (STEP). As a student employee you play an important role in our department. Your work helps make our department run effectively and assists us in reaching our goals.

There will be times when your duties may appear trivial and mundane. However, all your tasks will be directly related to the success of our programs. In addition to assisting with general office duties you also will have the opportunity to participate in many diversified and rewarding activities including tutoring, coordinating special projects, and assisting with recruitment.

This handbook and its corresponding orientation seminar were developed to ensure that your transition into the STEP work team is smooth and comfortable. The information contained in it should provide you with a general understanding of STEP. The rules included are not all-inclusive and may not reflect rules that may be specific to a supervisor's requirements. It will be your responsibility to be aware of and adhere to both the general and specific rules.

Once again, welcome and we look forward to working with you.

## WHO IS WHO IN STEP

NAME	POSITION
Joseph Stahley	Asst. VP for Student Development & EOF Director
Deborah Berkley	Dean, Student Development & Enrichment Programs, STEP Director
Vacant	STEP & EOF Coordinator/Counselor
Amy Bauer	STEP Technical Assistant

The office number is 201-216-5387. You will be provided with the extensions of each staff member; they are for **internal use only**, and are not to be given out to callers (or visitors).

## A BRIEF OVERVIEW OF STEP

STEP primary goal is: To increase the pool of students from under-represented groups entering the fields of science and engineering. Through support, guidance and assistance to students as they pursue their educational, personal, and career goals

STEP provides support services to, and sponsors activities for its participants. The services provided are tutoring, counseling, academic advising, referrals, mentoring, summer jobs/programs and internships information. The program is geared towards assisting students from under-represented ethnic groups, and/or from low economic backgrounds. Participation in the program normally begins with the Bridge program, a summer residential program, during which the students are provided with a transitional academic experience. Bridge participants receive instruction in the core courses of the first semester of the freshman year. The Office of Undergraduate Admissions initially identifies possible candidates for the program. During the academic year any Stevens freshman or sophomore is eligible to apply to join the program. The Educational Opportunity Fund (EOF) component of the program includes students who have been identified as eligible to receive an EOF award from the New Jersey State Department of Education. An EOF award is based on financial need (as identified by the State) and academic need (as determined by STEP & Admissions Personnel). *Inquiries should be directed to Dean Berkley.*

*MIP:* The Mathematics Immersion Program is an EOF funded program. This three-week summer residential program provides EOF students attending colleges throughout the state with intensive study in Mathematics & Statistics. The students also enroll in a programming course and complete a computer project linked to their career interest. *Inquiries should be directed to Dean Berkley.*

### STUDENT OFFICE EMPLOYEE JOB DESCRIPTION

1. Perform general office duties such as telephone service, filing, copying, running errands, etc.
2. Assist staff members with tasks and in completing special projects.
3. Maintain the integrity of the program by observing confidentiality of program and/or student related information.
4. Perform data entry, word processing and other computer related tasks.
5. Maintain clean and neat office surroundings.
6. Enforce office rules and policies.

In order to avoid any problems that may result from poor communication, below are some specific job-related expectations:

### **ATTENDANCE:**

- ✓ You must submit a work schedule indicating the actual times you will work.
- ✓ You are required to be at work on the days and times you indicate on your schedule.
- ✓ If you will be late or absent you are required to notify the STEP staff ***in advance***, by email or via phone.
- ✓ Repeated lateness and absences may result in a change in work schedule, probation or termination of employment.
- ✓ You are required to sign in each time you come to work, and sign out when you leave.
- ✓ If you are signed in to work and disappear from the office for unrelated work duties for more than 5 minutes during any work period, you will automatically be signed out.
- ✓ Repeated disappearances will result in termination of services.
- ✓ ALL time cards are to be completed on or before Friday of each workweek and submitted to be signed and processed. **You** are responsible for completing the time cards.
- ✓ You are required to inform any of the other STEP (full time) staff of your arrival and availability.
- ✓ Offices are never to be left open and unattended.
- ✓ Homework and other course assignments may be completed at work **ONLY** when there is no department related task to be completed.



## OFFICE ETIQUETTE

### *When answering the phone:*

- be courteous and helpful.
- identify the office, give your name and ask how you may help.
- if it is a wrong number, inform the caller of this and offer to transfer them to the correct department if appropriate/available.
- if a staff member is unable to take a call, offer to transfer the call to the staff member's voice mail, or offer your assistance.
- if you are unable to be of assistance, take the information and offer to have someone get back to them.

### *When transferring calls:*

- before transferring a call, ask the caller's name
- wait for the staff member to answer and inform her/him that you are transferring the call, and the name of the caller.
- if the staff member agrees to accept the call then transfer the caller.
- if the staff member is unable to take the call, inform the caller of his/her unavailability, offer to assist them, or forward them directly to the staff member's voice mail.
- use "express messaging" to transfer the call directly into the voice mail. (Press Transfer, dial 5001, listen for the prompt, and press the extension and #. WAIT for the voice to repeat the extension and then press connect.)



*Other Do's and Don'ts:*

- Do remember this is a place of business.
- Do be courteous to all visitors.
- Do transfer or refer any difficult callers or visitors to the appropriate staff member. Do **not** engage in abusive or disrespectful behavior. Inform staff members when you encounter such situations.
- Do obtain permission from a supervisor before placing personal calls or using any other equipment.
- Do inform staff members when packages are delivered in their absence.
- Do ask questions.
- Do inform the supervisor of the status of any project or assignment on which you may have been working before leaving the office at the end of your work period
- Do keep work area clean and neat always (return items to their correct location).
- Do not leave your project or assignment unattended for any long period of time.
- Do not place books, packages etc. on the floor where they easily may be tripped over.
- Do not use profanity in the office.
- Do not place your feet on the desks or other office furniture.
- Do not make lengthy and/or numerous personal (or non-STEP office related) calls.
- Do not use the office as your personal message service.
- Do not go through staff members desk draws.
- Do not wear pajamas or sweat pants to work.
- Do not eat at the front desk.

