

# OREGON STATE UNIVERSITY DEPARTMENT OF STUDENT MEDIA

## A DIVISION OF STUDENT AFFAIRS

To ensure your continued success in your position with Student Media and the success of the department, your leadership team is providing you the following work expectations. Please read these expectations carefully as you will be asked to indicate by your signature that you have read and understand them. If you have questions about the contents of this memorandum, please speak with your supervisor.

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## ETHICS & INTERNAL CONTROLS

Conduct yourself according to the highest ethical standard, guarding against conflicts of interest and improper influences, or even the appearance of improper influences.

It is important that all OSU employees read and understand the key laws, rules, and policies that are intended to help ensure that we meet these core goals. These are:

ORS Chapter 244, which codifies ethics and conflict of interest policies that you are required to follow as you conduct OSU business. See the guide for public officials found at: <http://www.leg.state.or.us/ors/244.html> and the OSU policy at <http://oregonstate.edu/fa/manuals/pacs/104>.

The OUS financial irregularities policy that sets forth your responsibilities regarding and the process for reporting known or suspected financial irregularities. See the policy found at: <http://www.ous.edu/dept/intaudit/irreg>

The OSU information security policy that sets forth your responsibilities relating to the security of electronic information systems and confidentiality of data. See the policy found at: <http://oregonstate.edu/fa/manuals/is>

As a further resource, a more comprehensive listing of state laws and rules, as well as board, OUS, and OSU policies that guide our operations can be found at: [http://www.ous.edu/state\\_board/polipro](http://www.ous.edu/state_board/polipro) and <http://oregonstate.edu/fa/manuals/>

You are expected to read and abide by the OSU Procurement and Contracting Ethics Code. For a complete the OSU link: <http://pacs.oregonstate.edu/ethics>

## ACCEPTABLE USE OF UNIVERSITY COMPUTING RESOURCES

You are expected to read and abide by the University's policy on the Acceptable Use of University Computing Resources found at: <http://oregonstate.edu/dept/budgets/genupol/gupaccep2.htm>

## ACCEPTABLE USE OF UNIVERSITY INFORMATION

You are expected to read and abide by the University's Acceptable Use of University Information found at: <http://oregonstate.edu/dept/budgets/genupol/gupaccep2.htm>

## VALUES

As an Oregon State University Department of Student Media employee you are expected to practice and uphold the following core team values in all day-to-day operations.

- Free Speech
- Accuracy
- Integrity
- Respect
- Excellence
- Dignity
- Professionalism
- Learning
- Creativity
- Innovation
- Collaboration
- Equality

## MANAGEMENT EXPECTATIONS

Set a strong example for the expectation of ethical behavior, compliance with laws/policies, and communicate your expectations routinely to your employees.

Develop measurable goals for your department for the year you hold the office based on the Department of Student Media's mission and strategic plan. Create an action plan to achieve goals and communicate to all student employees. Pay attention to what your employees are doing. Meet with your employees regularly to ensure assigned tasks are being completed and that job performance meets expectations.

Since the University Student Media Committee hired you, you are required to write a report for them each term. This is a one-page update of what you have accomplished, any problems you've had and/or any suggestions you have for your position.

## MAINTAIN CONFIDENTIALITY

Maintain confidentiality. Only discuss items with others who may have a need to know. Be conscious of your surroundings in conversations.

## PROMOTE PROFESSIONAL IMAGE

Each student leader will be appropriately dressed and groomed. All clothing must be clean, in good repair, and appropriate for the university office.

If representing Student Media in an official capacity (i.e., as a presenter, in meetings, etc.), jeans are inappropriate.

Take pride in yourself and your work area from the parking lot to your own desk. Be an OSU and Student Media ambassador inside and outside of work. Always project a positive image in dress, work space, and behavior.

## **BE PROACTIVE**

Actively look for ways to continually improve service to customers and the campus community. Recommend changes and solutions to the Student Media director.

Don't be satisfied with "the way we've always done things." Review your services and processes on a continuous basis for inefficiency and duplication of effort.

Develop written procedures for critical operations. These serve as a resource for current employees and a good training tool for new employees.

## **TEAMWORK**

Be openly supportive, approachable, and respectful of your co-workers. Provide positive and constructive comments when appropriate to do so.

## **WORK SCHEDULE**

You are to manage and record your time and attendance responsibly and accurately. It is your responsibility to submit your electronic timesheet (your signature & date) to the Director of Student Media by your timesheet due date (typically 15<sup>th</sup> for student employees).

Be at the office, ready to begin work, on time for your office hours. If you are going to be more than 10 minutes late, call or text your advisor or your respective office manager and notify him/her when you will be arriving.

If you are unable to work, notify your advisor or the office manager as soon as possible.

Your office represents our organization. Student offices are to be used for work purposes only, and must be kept clean and presentable at all times. Doors must remain open while you are in the office unless closed-door meetings are necessary to perform your job (e.g., discipline of a subordinate). Sleeping, parked bicycles, alcohol, drugs and any other behavior and activities inconsistent with the OSU Student Code of Conduct are not permitted in student offices.

### **Code of Conduct**

## AVAILABILITY

Keep co-workers informed of your schedule. Let them know if you are going to be out of the office or stepping away from your work area.

Keep your customers informed of your schedule when you will be unavailable for more than a day. Provide them with your back-up information.

If a closed-door meeting is necessary while you are in your office (e.g., discipline of a subordinate), put a sign on your door indicating when you will be available.

Attend scheduled meetings as required. If unable to attend, notify your supervisor or another Student Media employee and ensure you get the information you missed.

Manage your work time wisely and appropriately.

Prioritize your work to ensure that you are using your time effectively. Seek assistance from your supervisor or manager in prioritizing your tasks, if necessary.

## OFFICE & CUBICLE ETIQUETTE

The following are a set of shared expectations to create a positive office atmosphere.

All Student Media employees should remain courteous and respectful to one another and to our customers and colleagues, regardless of personal difficulty, disagreements, or differences in opinions.

Please use common sense, courtesy, and good manners when working or gathering within or around cubicles. Please refrain from visiting while you are at the mail slots and/or copy machines. People in those areas are trying to work. Be cognizant of your noise levels.

If meeting in an open space, be aware that people in surrounding work spaces are trying to concentrate. If the meeting cannot be conducted at conversational volume levels, move the meeting to a conference room or space where the noise will not disrupt others.

Be aware that talking, foul language and congregating outside someone's work space is distracting to the entire work area.

Respect your co-worker's concentration when entering their workspace.

Please communicate with your co-workers prior to taking things from their offices (i.e., supplies, notes, etc.).

## **SAFETY & SECURITY**

Follow safe work practices by keeping your workstations, common areas, storage rooms, and other work spaces clear of hazards that may cause injury.

Keep offices locked to protect property, data, and other resources.

Remember to use the confidential bin or shred paper documents with identifying information.

All staff members are responsible for notifying the professional staff of unsafe conditions.

In the event of evacuation, follow the established evacuation plan.

Report all accidents or near misses to the director or other professional adviser.

So that you understand OSU's worker's compensation process, please read the following link:  
<http://oregonstate.edu/admin/hr/benefits/wcemployee.html>

The SAIF 801 Form (Worker's Compensation Form) and supervisor's instructions for this form are located at:

<http://oregonstate.edu/admin/hr/benefits/wcemployee.html>

Please ensure all your windows are shut, your fans and heaters are off, and the doors are locked when you leave your building.

## **OFFICE SUPPLIES**

When you need supplies or equipment contact the office manager in your area.

## **SERVICE EXPECTATIONS**

Be familiar with university policies and procedures. Ensure university assets are used for university business.

## FIRST IMPRESSIONS

Customers interact with Student Media through you, and their first impression of you reflects on our organization. First impressions with customers happen in multiple ways: in person, on the phone, by e-mail, on the web, or by hard copy. A successful first impression depends on your ability to demonstrate that “you care.”

### In Person & By Phone Suggestions/Best Practices:

- Make eye contact (if in person), and identify yourself.
- Ask how you can help or be of service. Know your job well - if you cannot meet their needs, direct them to someone who can.
- Ask open-ended questions (who, what, when, where, why, and how). Restate the question/problem to clarify.
- Offer alternatives and solutions – not problems. Do not fake it – find out. Always say “I can” instead of “I can’t”.
- Speak clearly and directly. Maintain composure under adverse situations.
- Explain what you will do. Follow through, and follow-up with information promised within the time frame stated.
- If necessary, provide your business card or a direct extension where the customer can reach you if additional service is required.
- End each customer encounter by thanking them and asking “Is there anything else I can help you with?”

### By Phone Suggestions/Best Practices:

- Create a Personal Voicemail Greeting
  - Standard Voicemail Greeting: “Hello, you’ve reached the voicemail of [NAME] at ENTITY. I’m sorry that I am unable to take your call. Please leave your name, number and a brief message and I will return your call as soon as possible.
- Create an Out-of-Office Voicemail Greeting
  - Change your voice mail when you will be out of the office for more than one day.
  - Out-of-Office Voicemail Greeting: “Hello, you’ve reached the voicemail of [NAME] at ENTITY. I’m sorry that I am unable to take your call. I am currently out of the office until [insert DATE] and will not [or will] be checking my voicemail messages. Please leave your name, number, and a brief message and I will return your call upon my return.”

### By E-Mail Suggestions/Best Practices:

- Build an automatic signature line including your name, title, e-mail, and phone number.
- Respond to e-mail as soon as possible.
- **Get up and talk to your coworkers.**
- As soon as you notice that you are going back and forth in an e-mail conversation, pick up the phone and call
- **E-Mail is discoverable!** Keep e-mail professional and for business purposes. Getting upset and writing a “loaded” e-mail is not going to help resolve the issue. This is the time to meet with the person, preferably in-person, and have a respectful and thoughtful conversation to resolve the issue.
- Create an Out-of-Office E-Mail Greeting
  - Change your e-mail autoreply message when you will be out of the office for more than one day.
  - Out-of-Office E-Mail Greeting: “I am currently out of the office until [insert DATE]. If you require immediate assistance, you may call or e-mail [insert NAME] @ [insert PHONE # and E-MAIL] during regular business hours and s/he will assist you.”

## RESPONDING TO CUSTOMER COMPLAINTS OR DIFFUSING A HOSTILE CUSTOMER

There may be times where customers feel that their needs and wants are not being met by Student Media. Student Media needs to respond to complaints in a way that leads to resolution. This requires first accurately identifying and understanding the customer’s needs and expectations. Secondly, it requires joint problem solving to meet the desired outcome of the customer.

- Demonstrate you care. Listen and empathize by placing yourself in their shoes.
- Educate the customer. Help them understand the regulation, law, policy, or procedure, if appropriate and applicable.
- Be calm and polite. Remain respectful.
- Use “I” statements. “You” statements often appear accusatory.
- Seek help, if necessary, by bringing in a coworker, advisor, or manager.
- Provide information to follow up, if appropriate, such as your first name, direct phone number, and the times you can be reached.
- Jointly problem solve.
- Keep your supervisor informed of all customer complaints.
- Do not take work-related or customer criticisms personally.

Sometimes people need a way to ask for help when they find themselves in a predicament with a customer, particularly one who is irrational and possibly irate.



- If you need assistance, ask your co-worker, “Can you get me the ‘blue’ file?”
- That alerted co-worker is to ask one of the managers (or more experienced employees) to come up front and ask another person to be prepared to call security, if needed.
- If it is clear the situation has not diminished, the manager would intervene asking to help the person.
- If the situation appears under control, additional people will be up front (at the copier or at a cubicle next to the front desk) and be prepared to help or direct the person to call security (541-737-7000).

***I have read, understand, and agree to comply with the expectations, policies, and procedures as outlined in this Department of Student Media Letter of Expectations.***

**Signature:** \_\_\_\_\_

**Printed Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_