



Associated Students, Incorporated
 California State University, Los Angeles
Administrative Manual
Student Assistant
Classification and Pay Plan Policy 115

1. PURPOSE:

To establish procedures for personal retention, evaluation, and promotion related to Student Assistants

This policy is designed established to answer questions specific to student assistant employment and to highlight some Associated Students, Inc. (ASI) policies and procedures. The information in this policy should not be implied as a contract between you (the employee) and ASI. Either the employee or ASI may terminate the employment relationship at any time for any reason, with or without cause, and with or without notice.

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2. REFERENCES:

CSU Systemwide Human Resources Policy HR 2014-08

- 3. ASI Administrative Manual Policy 102
- ASI Administrative Manual Policy 104
- ASI Administrative Manual Policy 106
- ASI Administrative Manual Policy 109
- ASI Administrative Manual Policy 110

4. DEFINITION:

Student Assistant - Student Assistant- A matriculated student at Cal State LA taking classes either on a full-time or part-time basis. A student who is officially admitted to the university satisfies matriculation requirements. Students taking classes through Continuing Education and/or Open University are not considered matriculated students.

Open University - Permits non-matriculated students to register concurrently with matriculated students in regular classes up to 36 units earned through Open University may be applied to a Bachelor's Degree at Cal State LA and up to 13 units may be applied to a Master's Degree.

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6. POLICY:

There are several levels of employee classifications, which are based on a combination of job responsibilities, experience, training, and/or demonstrated ability of skills. Students are employed on a part-time basis (maximum 20 hours weekly); paid hourly; and are assigned to clerical, technical, or maintenance assignments related to the instructional or administrative functions of the campus. Student staff may be supervised by a professional staff member or ASI Executive Officer; and are hired on a temporary or limited basis.

7. Employment Eligibility

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7.1. Undergraduate and graduate students who are enrolled at least part time (undergraduate 6 units and graduate 4 units) are eligible for ASI employment. Employees must meet the following requirements each semester of employment:

7.2. Minimum Cal State LA cumulative GPA for undergraduate and graduate students: 2.0

7.2.1. If student falls below 2.0

7.2.1.1. Student will enter a probationary period for one semester

7.2.1.2. Student will sign a "Contract for Success" with their supervisor.

7.2.1.3.

7.2.1.4. ~~4.2.2. If student falls below 2.0 again the student will forfeit~~ ~~forfeit~~ ~~their~~ eligibility for employment.

~~Minimum Units per semester: undergraduate: 6 units; and graduate: 4 units.~~

7.3. Students who are new to the campus may not begin working until the first day of the first semester of attendance.

7.4. Associated Students, Inc. will verify enrollment status and GPA of all student assistants through the registrar's office each semester.

7.5. Guidelines for international students may change periodically. For more information see ASI administration office.

8. Student employment extension: Employment extensions may be granted to graduated students for periods not to exceed 4 weeks with prior approval by the Executive Director.

~~Associated Students, Inc. will verify enrollment status and GPA of all student assistants through the registrar's office each semester.~~

~~Guidelines for international students may change periodically. For more information see ASI administration office.~~

9. Work Hours Student assistants are eligible to work 20 or fewer hours per week.

9.1. Student assistants may not exceed 999 hours per calendar year.

9.2. Temporary exceptions to exceed 20 hours per week within 999 hours per calendar year may be granted with prior approval of the Executive Director.

9.3. When school is in session, student assistants may work up to, but not in excess of, 20 hours per week. Any requests for exceptions shall be submitted in writing to the direct supervisor, with copies sent to the ASI Executive Director for approval.

9.4. During semester breaks, Student Assistants may work additional hours (maximum 40 hours per week), within the 999 hours per calendar year, when approved in advance by the ASI Executive Director.

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2.1. Hours of Employment: When school is in session, student assistants may work up to, but not in excess of, 20 hours per week. Any requests for exceptions shall be submitted in writing to the direct supervisor, with copies sent to the ASI Executive Director for approval:

2.4.1. Requests to work 21-40 hours per week when classes are in session shall be approved in advance:

10.1.1. During semester breaks, Student Assistants may work additional hours (maximum 40 hours per week) when approved in advance by the ASI Executive Director.

11. Employment Practices and Procedures

11.1. Student assistant pay plan - The hourly wage for a student assistant position is determined by comparing the duties and tasks to be assigned to classification standards identified by levels.

11.1.1. The ASI Wage Plan will be reviewed annually in the spring semester and adjusted to coincide with the minimum wage requirements for the City of Los Angeles. The wage plan will be presented to the Personnel Committee and incorporated into the budget for the following fiscal year.

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- Commented [PB6]: Who can approve exceptions? This is CSU policy so it may require VP or President approval
- Commented [FD7R6]: You, as the executive director would approve. Again, as long as we stay within the 999 hours per calendar year.
- Commented [PB8]: Review limit, above certa... [1]
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Wage plan for current \$15.00 City of Los Angeles minimum hourly wage:

Level I	\$15.00 hourly
Level II	\$15.25 hourly
Level III	\$15.50 hourly
Level IV	\$15.75 hourly

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Wage plan for \$16.04 City of Los Angeles minimum hourly wage (effective July 1, 2022)

Level I	\$16.04 hourly
Level II	\$16.25 hourly
Level III	\$16.50 hourly
Level IV	\$16.75 hourly

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7.2. Promotions: If promoted to a higher classification, a two-month training period begins.

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7.3. Transfers: If transferring from one position to another, at the same classification level, the rate of pay will not change. Additionally, all transfers enter a two-month training period.

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7.4. Cost of living: Student assistants are not eligible for cost-of-living increases.

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7.5. Student assistant position classifications

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2.2. Salary Policy. The pay rate within the salary range for an individual employee is determined by comparing the duties and tasks assigned to the classification standards. The pay rate within the salary range for the appropriate classification should be determined as follows:

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2.2.1. Upon initial employment, consideration should be given to the employee's experience level and the corresponding pay rates of other student employees doing similar work.

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2.2.2. In order to encourage continuing employment for Student Assistants, the supervisor may recommend, and the ASI Executive Director may approve, salary adjustments (increases). Student Assistants may be rewarded for outstanding performance, as indicated on the Student Assistant Performance Appraisal, which is completed before an increase is recommended.

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2.2.3. Minimum wage — Los Angeles City/County minimum wage applies to ASI student staff

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2.3. Student Assistant Classification and Pay Rates

Position	Step 1	Step 2	Step 3	Step 4
Level I	Minimum Wage*	Step 1 + \$0.50	Step 2 + \$0.50	Step 3 + \$0.50
Level II	Level 1 + \$0.50	Step 1 + \$0.50	Step 2 + \$0.50	Step 3 + \$0.50
Level III	Level 2 + \$0.50	Step 1 + \$0.50	Step 2 + \$0.50	Step 3 + \$0.50
Level IV	Level 3 + \$0.50	Step 1 + \$0.50	Step 2 + \$0.50	Step 3 + \$0.50

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Note* Minimum wage is determined by state law and Los Angeles city/county wage requirements.

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2.4.12.1. Classification

2.4.12.1.1. Student Assistant – Level I



Administrative Services Assistant

2.4.1.1- Qualifications: Prior work related experience:

2.4.1.2- Characteristics of Position:

2.4.1.2.1- Complexity of Task – Routine

2.4.1.2.2- Degree of Supervision – Close Supervision

2.4.1.2.3- Supervision of Others – Normally none

2.4.1.3- Description: Positions are generally unskilled. Jobs are learned easily. Work requires little or no independent judgment, problem-solving, decision making, or recommendations. Subject matter is normally nontechnical and can be performed by any student with entry level skills. Activities are routine, simple, and learned after brief orientation:

2.4.1.4- Typical Duties: Performs customer service, answers general information questions, answers telephones, operates fax and/or copy machine, sorts and files mail, directs traffic according to instructions, movie tickets sales, locker and laptops rentals, etc. Level I - Basic - Under direct supervision performs simple routine clerical, programmatic and/or manual tasks. Tasks require very little independent judgment or decision-making. The positions are typically non-technical and can be satisfactorily performed with minimal training or experience. Employees at this level do not provide lead work to student assistants. Customer service skills required.

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2.4.2- Student Assistant – Level II

Student Program Advisor

Administrative Services Assistant II

2.4.2.1- Qualifications: Prior work related experience with minimal supervision

2.4.2.2- Characteristics of Position:

2.4.2.2.1- Complexity of Tasks – Routine to Semi-Complex

2.4.2.2.2- Degree of Supervision – General

2.4.2.2.3- Supervision of others – Little to none

2.4.2.3- Description: Nature of work is semi-skilled and generally routine, however, requires some prior experience, training, and knowledge. Positions involve some independent responsibility, decision making, problem solving, and judgment. Training is under one month, primarily refining existing skills:

2.4.2.4- Typical Duties: Public relations and promotional abilities, program organization and coordination. Compiles data and complete analysis for special projects. Assists in coordinating special events and staff development training programs. Performs same duties of Student Assistant I position:

Level II - Intermediate - Under general supervision performs varied clerical, programmatic and/or manual tasks. Tasks may require some independent judgment or decision-making. The positions require a moderate degree of training or skills related to expectations. Employees at this level may assist professional staff in leading student assistants on projects. Customer service skills required.

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2.4.3- Student Assistant – Level III

Executive Assistant to the ASI President

Assistant to the Office Manager

Graphic Designers

2.4.3.1- Qualifications: Substantial prior and related work experience



2.4.3.2-Characteristics of Position:

2.4.3.2.1-Complexity of Tasks=Complex

2.4.3.2.2-Degree of Supervision=Minimal

2.4.3.2.3-Supervision of Others=Minimal but normally none

2.4.3.3-Description: Positions at this level require a medium level of skills, technical knowledge and/or education, experience responsibility. Students routinely perform moderate to difficult and complex work. Skilled work, usually independent of an immediate supervisor, involving analysis and recommendations. May train other student employees:

2.4.3.4- Typical Duties: Assists in the training and scheduling of student assistants. Assists with travel arrangements, schedules appointments, organize meetings, filing, creates graphic logos, formats layout, and designs all media for ASI:

Level III - Advanced - Under general supervision performs some complex clerical, programmatic and/or manual tasks. Task may be complex and require independent judgment or decision-making. The positions require previous experience or specific training and skills related to expectations. Employees at this level may assist professional staff in leading student assistants individually and on projects. Customer service skills required.

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2.4.4-Student Assistant - Level IV

2.4.4.1-Qualifications: Substantial prior and related work experience with supervisory experience

2.4.4.2-Characteristics of Position:

2.4.4.2.1-Complexity of Tasks=Complex and technical

2.4.4.2.2-Degree of Supervision=Minimal

2.4.4.2.3-Supervision of Others=Minimal to moderate

2.4.4.3-Description: Positions at this level require a high level of skills, technical knowledge and/or education, experience responsibility. Students routinely perform challenging and complex, technical work, and trainings. Skilled work, usually independent of an immediate supervisor, involving analysis and recommendations. Likely to train other student employees:

2.4.4.4- Typical Duties: Provides onsite coordination of work efforts, including consistently and effectively working with the public and staff. Coordinate travel arrangements/claims, inventory, schedules appointments, organize meetings and trainings, lead trainings, filing, creates graphic logos, formats layout, and designs all media for ASI:

Level IV - Paraprofessional - Under limited supervision performs paraprofessional clerical, programmatic and/or manual tasks. Tasks are complex and may require independent judgment or decision-making where no precedent exists. The positions require previous experience or application of specific technical skills, subject matter or education related to expectations. Employees at this level may assist professional staff in leading student assistants individually and on projects. Customer service skills required.

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13. DEFINITION:

Student Assistant - A matriculated student at Cal State L.A. taking classes either on a full-time or part-time basis. A student who is officially admitted to the university satisfies matriculation requirements. Students taking classes through Continuing Education and/or Open University are not considered matriculated students.

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14. ONBOARDING

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- 14.1. Student assistants will receive both ASI orientation and specific on the job training. Orientation includes the mission, vision history, and values of ASI. Orientation also includes any mandated online training and basic emergency evacuation plans.
- 14.2. Your supervisor will provide training to familiarize you with specific job responsibilities and ASI policies and procedures. During training your supervisor has the opportunity to observe your skills, abilities, attitude, and potential for contributing to the overall goals of the organization.
- 14.3. All employees must demonstrate satisfactory performance for a two-month training period to continue employment. The period may be extended for an additional 30 days in the event of unsatisfactory performance. Termination may be recommended if performance has not improved during the training period.

13. RESPONSIBILITIES

It is your responsibility to complete all duties as assigned in a satisfactory and efficient manner. It is also expected that you communicate any difficulties you encounter to your supervisor. ASI strives to provide a supportive environment for our entire staff. A supportive environment facilitates the efficient performance of our employees and the overall smooth operations of ASI. This list of responsibilities is required of all student assistants and is not exhaustive;

- 13.1. Review and understand your job description.
- 13.2. Review the employee labor law updates and campus annual notifications located in the copy/kitchen area of the ASI Office.
- 13.3. Perform your job responsibilities in a helpful, efficient, and satisfactory manner.
- 13.4. Ask for clarification and or additional training to ensure work quality.
- 13.5. You will may be expected to work during finals weeks and breaks. (Note: ASI staff is aware schedule changes may be necessary during finals and breaks; however, such changes can be made only with the written approval of your supervisor.)

14. PERFORMANCE EVALUATION

After the eighth week of employment and annually during an appraisal period you will receive a formal appraisal from your supervisor. An unsatisfactory appraisal during the initial or annual appraisal periods may result in further supervision, the creation of a contract for success, probation or termination. To aid you in monitoring your progress, additional appraisals may be given at request by you or your supervisor. Evaluations shall be submitted to your personnel file. A positive performance review does not guarantee a salary increase or a promotion. These decisions are made at the discretion of U-SUASI and depend on a number of factors in addition to an employee's individual performance. We reserve the right to make any personnel changes (including termination) before or after performance evaluations.

15. Ongoing TRAINING AND DEVELOPMENT

ASI conducts training sessions on a variety of topics. Training occurs at the beginning of each semester. Attendance at the training sessions is required, and an excused absence can only be granted in writing by the Executive Director or designee. Additional training sessions are scheduled periodically throughout the year. Student assistants will be compensated for participation in all training and will be informed of the date, time, and location.

STANDARDS OF CONDUCT

16. RESPONSIVENESS TO SUPERVISOR

Supervisors are responsible for both the safe and efficient operation of their departments and staff development. Student assistants may be assigned specific duties and responsibilities.

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Student assistants must be complete assignments in a timely and accurate manner, cooperate with co-workers, and effectively communicate with supervisors and co-workers.

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17. ATTENDANCE

ASI employees are expected to be punctual. In the rare instance you cannot avoid being late or are unable to work as scheduled, you must notify your supervisor or his/her designee prior to the anticipated tardiness or absence. The following are examples of excused and unexcused absences:

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17.1 Excused Absence: Illness, death in the family, or other emergency situations as approved by your immediate supervisor/designee.

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17.2 Unexcused Absence: Forgetting, not calling in, oversleeping, not showing up, not finding a substitute, any missed shift without a legitimate excuse as approved by your immediate supervisor/designee.

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17.3 Unexcused absences are subject to disciplinary action up to and including termination.

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18. PUNCTUALITY

Student Assistants must be ready to begin work at the beginning of your shift. It is the student assistant's responsibility to contact their supervisor prior to your shift if you will be late. Any employee who is late may be issued a verbal or written warning. Continued tardiness will be grounds for disciplinary action, up to and including termination.

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In case of an emergency, contact the supervisor or the Executive Director/designee within one (1) hour of scheduled shift. Employees are expected to work their shift as scheduled. Leaving a shift without the permission of your supervisor is the same as an unexcused absence.

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19. PROFESSIONAL BEHAVIOR

ASI expects appropriate behavior from its employees when working during scheduled shifts. ASI employees are asked to consider speech and actions as they may affect others, both employees and patrons.

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20. CUSTOMER RELATIONS

Properly dealing with customers will have a tremendous effect on the satisfaction with Cal State LA and ASI. Attentiveness and respect toward customers should make ASI a pleasant place. Regardless of work task you are serving the campus community.

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21. TELEPHONE ETIQUETTE

Employees should always speak in a courteous and professional manner to ensure effective telephone communication. When answering the phone, please greet the caller with Associated Students, this is (your name), how may I help you?" Please confirm information received by repeating the information to the caller. Record all information on the proper message slip and hang up only after the caller has done so.

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22. DRESS CODE

You must report to work in a clean and presentable manner. All dress code requirements are non-gender specific. Shoes and shirts are required in all areas of ASI. The following attire is prohibited:

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- a) Work out attire (Recreation assistants, see your supervisor).
- b) Spaghetti straps (tank tops must have a one-inch strap).
- c) Halter tops or anything that exposes the back.
- d) Cut-off shirts or shirts exposing a bare midriff.
- e) Short shorts or short skirts (shorts and skirts must follow the fingertip rule, which means they are no shorter than where your fingertips fall when your arm is relaxed at your side).

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- f) Low-cut shirts or blouses.
- g) Low-riding pants.
- h) Leggings or leotards without covering.
- i) Clothing with expressions or logos that are offensive or promote illegal activities.
- j) Hats (inside).
- k) Ripped/stained/soiled items.
- l) Exposed undergarments.
- m) Clothing that exposes the stomach, back, buttocks, and/or cleavage.

This list is not exhaustive, departments may have additional dress code requirements to comply with federal and state regulations. All other forms of dress are considered appropriate unless advised by your immediate supervisor or the Executive Director/designee.

19. PERSONAL VISITORS

Employees are not allowed to have personal visitors at their workstations. ASI staff are authorized to inform you to ask visitors to leave. Off duty employees are considered visitors and are not allowed behind or at work counters/work stations. Violation of this policy will result in disciplinary action up to and including termination.

20. STUDY/READING

Studying and reading during a shift is prohibited. Any exception to this must be approved by the supervisor, or Executive Director.

21. PERSONAL PROPERTY

Student Assistants are discouraged from bringing any personal property of value to their workstation. Books or other items that are specifically used for classes should be locked up if possible or placed out of public view. Doors to offices and/or service areas should be locked when unattended. ASI assumes no liability in the event of items being lost, stolen, borrowed, or broken while housed within the facility. Lockers are available for use during your scheduled work hours.

BENEFITS

22. LEAVE OF ABSENCE

Student Assistants are eligible to apply for a leave of absence for any reason not covered by statute after six months of employment. A leave of absence shall not exceed one semester, is based on business need, and is contingent on the written approval of your supervisor and the Executive Director. Other leaves may be available, providing they are legally required.

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3. PROCEDURE:

3.1. Appraisal pattern

3.1.1. Initial performance appraisal one month after hire. Please see policy 104 Personnel – Introductory Period for procedural procedures.

3.1.2. Subsequent periodic performance appraisals will occur on an annual basis.

3.1.3. Periodic performance appraisals may result in salary adjustment.

3.1.3.1. Salary Adjustment. Upon approval by the immediate Supervisor, Student Assistants are moved to the next highest rate of pay in their designated salary range.

3.1.3.1.1. Under no circumstances shall an employee be promoted into a lower pay rate than his/her current rate

3.1.3.1.2. University Student Union Business Office, the ASI contracted payroll/personnel service, does not automatically process salary adjustments. The employee's supervisor shall initiate the salary adjustment, and upon approval of the ASI Executive Director, send a payroll change notice to the University Student Union Business Office.

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3.1.3.1.3. Absolute Rate. When Student Assistants reach Step 4, they are no longer eligible for salary adjustments unless additional responsibilities justify movement to the next level. The A.S.I. Executive Director must approve additional responsibilities and movement to another level in advance. Appraisals are continually conducted for observation, feedback, and evaluation purposes.

3.1.3.1.4. Costs of Living. Student Assistants are not eligible for cost of living adjustments.

3.1.3.2. Supplemental salary adjustment owing to merit. If recommended by the Supervisor, a supplemental salary adjustment may be granted based on merit, in addition to the standard salary adjustment. (For example, a Student Assistant at Rate 1 normally receives a salary adjustment to Rate 2. Thereafter, he/she may receive a supplemental salary adjustment that moves her salary to Rate 3, if merited by the Supervisor).

Policy History:

Approved: 04/19/01

Approved: 11/16/06

Approved: 07/22/11

Approved: 07/01/14

Approved: 03/15/18

Revised 05/03/22



Page 2: [1] Commented [PB8] Peake, Barnaby 4/19/22 9:46:00 AM

Review limit, above certain hours ASI has to pay benefits

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over 999 in a calendar year.

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