

# Information & Technology Services

## Student Employee Guidelines & Non-Disclosure Agreement

### ***1. Overview***

Welcome to the Office of Information & Technology Services (ITS). As a student worker you are an integral part of our staff and we are excited to have you join us. It is essential that all of our employees reflect positively on the department by providing excellent service, maintaining a positive work environment, and by protecting the confidentiality and integrity of our customer's information. This document will introduce you to several standards, expectations and guidelines we have. As it is impractical to write a completely inclusive list, please understand that it is your responsibility to clarify any questions with your supervisor.

### ***2. Information Integrity (non-disclosure)***

#### **2.1 Private Information**

Information & Technology Services strictly follows FERPA (Family Education Rights and Privacy Act of 1974) and the Minnesota Government Data Practices Act (MGDPA). All customer data are considered private. Customer data include, but are not limited to names, contact information, identification numbers, grades and financial data. Private information is not to be disclosed without prior approval from your supervisor. Remember that this information can be found on computers, media, and printed documents. Ensure that you are always taking the appropriate steps to protect private information from unauthorized disclosure. If you believe that this information has been exposed, either willfully or by accident, you must immediately notify your supervisor and the campus Information Security Manager.

#### **2.2 System Information**

System configuration information that can be used to gain unauthorized access is considered confidential. Examples include, but are not limited to system passwords, configuration files, encryption types and known security issues. System configuration information must not be shared with persons outside of ITS without prior approval from your supervisor and must be protected in the same way that customer private data are protected. If you believe that confidential system information has been exposed, either willfully or by accident, you must immediately notify your supervisor and the campus Information Security Manager.

#### **2.3 System Privileges**

While working at ITS you may be granted elevated privileges to the campus information technology infrastructure and you may be given physical access to areas of the University that aren't normally open to University students or employees. At no time are you to use your privileges or access in a way that is not directly required by your assignment or without permission. Examples include, but are not limited to unauthorized access to personal user data, changing system configuration and privileges, making unauthorized copies of software, or entering offices without a business purpose and permission. If you become aware of an IT system security weakness or abuse, you must immediately notify your

supervisor and the campus Information Security Manager.

## **2.4 End of employment**

Upon ending your employment with ITS, you must return all state-owned equipment and any copies of confidential information in your possession to your supervisor. Additionally, you must not disclose any confidential information that you have acquired while working in ITS. Examples include, but are not limited to financial information, private communications, passwords, security weaknesses, system configurations or the configuration of the network.

## **3. Professionalism**

### **3.1 Schedule and time sheets**

Your supervisor will work with you to establish your work hours and schedule. Please check in with your supervisor before you begin working and as you leave each day. If you are unable to attend work for any reason, please notify your supervisor a day in advance or as soon as reasonably possible.

Ensure that your work hours are accurately recorded using the method specified by your supervisor. Only record hours that you have actually worked. Do not record future expected hours unless directed to do so by your supervisor.

### **3.2 Assignments**

Your supervisor will provide you with projects and assignments. It is your responsibility to initiate a discussion if you have any concerns or need clarification. Seek feedback or obtain additional assignments from your supervisor or team leader when you complete your work. Your supervisor is allowed to cancel or end your shift early if there are no assignments for you.

### **3.3 Quality and ethics**

ITS strives to provide excellent customer service and high quality work to the entire campus community. Always take time to ensure that your work is of the highest quality and seek feedback to verify that your work meets your supervisor's and IT customer requirements. Do not modify established processes without your supervisor's approval. Always adhere to established standards, guidelines and best practices.

During your work hours, do not engage in activities that are not directly related to your work. Examples include, but are not limited to homework, games, Internet surfing, personal visitors/phone conversations, sleeping, misappropriation of state property, etc.

### **3.4 Dress code and personal conduct**

Your supervisor will discuss with you what attire is considered appropriate for your work assignments. If your attire is found to be inappropriate, you may be asked to leave work (without pay) and return in something more appropriate. Use of crude language (swearing, insults, etc.) is not acceptable. Any disagreements that may arise should be resolved in a professional manner and never in front of customers.

### **3.5 Discrimination and harassment**

The University has a “zero tolerance” policy for discrimination and harassment. If you feel that you are the victim of discrimination, harassment, or unfair treatment, then you are encouraged to talk to your supervisor first. Unsatisfactory treatment of a student employee can also be reported to and resolved by the supervisor of the student’s immediate supervisor.

Discrimination/harassment based on membership of a protected class (i.e. racial discrimination, sexual harassment, etc.) should be reported to the Affirmative Action office. Unfair treatment of students by faculty/staff should be addressed through the policy Resolution of Student Concerns (<http://www.mnsu.edu/acadaf/policies/ResolutionofStudentConcerns.pdf>)

### **4. Additional Instructions**

Supervisors may use the space below to write additional instructions. Instructions must be written prior to signing. If there are no additional instructions, write “No additional instructions”.

### **5. Sanctions**

Violations of this policy will be subject to appropriate disciplinary action. Penalties may include a verbal or written reprimand, suspension of access to information technology systems, reassignment, academic suspension, termination, expulsion or other actions required by applicable state and federal laws.

### **6. Agreement**

I hereby certify that I have read this entire document, understand its content, and will comply with its provisions.

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Student Signature Date

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Supervisor Signature Date