ITHACA COLLEGE

Office of New Student
and Transition Programs

325 Egbert Hall
607-274-1908
nstp@ithaca.edu

NSTP Handbook
2023–2024

Office of New Student and Transition Programs

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COLLEGE
Office of New Student
and Transition Programs

OFFICE OF NEW STUDENT AND TRANSITION PROGRAMS

New Student and Transition Programs (NSTP) is here to help students transition to college life at IC. We create meaningful orientation and semesterly programs designed to introduce you to lifelong friends, critical perspectives, and essential resources. We also partner with parents, family members, and other supporters to help ensure a successful experience for Ithaca College students.

Our most significant programs include Fall and Spring Orientations, Family Weekend, and Winter Fest.

Meet the Team

Caryanne
Director (12 mo)

TBD
Assistant Director
(12 mo)

June
Administrative
Assistant (12 mo)

Orientation
Assistants (or NODA
Grad Interns)
(summer)

Student
Engagement
Assistants (acad
year, winter break,
summer)

Orientation Leaders
(August & January)

Orientation Mentors
(August & January)

CONTACT INFORMATION

Caryanne Keenan - ckeenan@ithaca.edu - EXT: 4-1087

Juneau Sheridan - jsheridan@ithaca.edu - EXT: 4-1908

SCHOOL CONTACT INFORMATION

School of Communications -- COMMDEANSOFFICE@ITHACA.EDU --EXT: 4-1021

School of Business ---- BIZHELP@ITHACA.EDU ---- EXT: 4-3940

School of HSHP ---- HSHPDEAN@ITHACA.EDU ---- EXT: 4-3778

School of Humanities & Sciences --- HSDEAN@ITHACA.EDU --- EXT: 4-3102

School of Music ----- MUSIC@ITHACA.EDU ---- EXT: 4-3171

OFFICE CONTACT INFORMATION

Admission ----- ADMISSION@ITHACA.EDU ---- EXT: 4-3124

Career Services --------------------- EXT: 4-3365

Campus Center --------------------- EXT: 4-3778

Conference & Event Services ---- CES@ITHACA.EDU ---- EXT: 4-3313

Dining Services ----- DINE@ITHACA.EDU ---- EXT: 4-1615

Facilities---- FACILITIES@ITHACA.EDU ---- EXT: 4-3225

Health Center ----- HEALTHCENTER@ITHACA.EDU ---- EXT: 4-3177

Info Desk ---------------------------- EXT: 4-3201

Information Tech----- HELPDESK@ITHACA.EDU ---- EXT: 4-1000

Public Safety ----------------------- EXT: 4-3333

Registrar ----- REGISTRAR@ITHACA.EDU ---- EXT: 4-3127

Residential Life ----- HOUSING@ITHACA.EDU ---- EXT: 4-3141

Student Accessibility Services ---- SAS@ITHACA.EDU --- EXT: 4-1005

Tutoring Services ----- TUTORING@ITHACA.EDU ---- EXT: 4-3381

NSTP
V.I.P LIST

La Jerne Terry Cornish
President

Bonnie Prunty
**VP of Student Affairs
& Campus Life**

Marsha Dawson
Dean of Students

Doreen
Hettich-Atkins
**Executive Director
of Student Affairs &
Campus Life**

Stacia Zabusky
**Associate
Provost for
Academic
Programs**

Rules & Expectations

Desk Hours

As an SEA, you are the front-line of the office to students, families, and staff. This includes walk-in visitors, phone calls, emails, social media, scheduling meetings, and appointments, and attending on-campus events as a representative of our office. Each day you are scheduled to work office hours, you are expected to:

- Arrive on time for all shifts and stay till the end of your shift.
- Ensure every visitor is ALWAYS your priority. Socializing should be kept to a minimum.
- Monitor phone, email, walk-in traffic, and social media activity throughout the entirety of your office shift.
- Complete any/all tasks assigned by pro-staff.
- Keep your area clean and organized at all times.

Office/Project Hours

SEAs will be scheduled for two different types of shifts: Office/Project hours and Desk hours. Projects will be assigned to SEAs at the beginning of each semester and each day you are scheduled to work office hours you will be working in the SEA office and are expected to:

- Work on tasks associated with your assigned projects including but not limited to:
  - Brainstorming to improve student programming and resources.
  - Creating program and resource materials for the populations our office supports.
  - Completing assigned tasks given by pro-staff.
  - Attend specific programs hosted by our office as an NSTP representative.
- Desk Hours include answering the office phone, greeting any walk-in visitors, and responding to NSTP@ithaca.edu emails.

Rules & Expectations

Scheduling

We created the SEA schedule using information from each staff member's personal schedule, so it is your responsibility to update the team of any changes. All employees are required to work all shifts as scheduled. If an employee is unable to work a scheduled shift, it is the responsibility of that employee to switch shifts or find a substitute. Please, update the NSTP calendar with any changes made to shifts.

Switching Shifts

To find a person to substitute/switch a shift for you please follow the procedure below:
1)Bring it up at the beginning of the weekly staff meeting, Teams, or email Caryanne.
2)Please remember that it is your responsibility to update the NSTP team of all shift switches

- **You are responsible for your shift. Please coordinate with your replacement to ensure they remember they are covering your shift.**

Logging Hours

SEAs will complete an hours log biweekly to be submitted to the SEA supervisor the same day your timecard is submitted to student employment in HR Cloud. Please work with your supervisor if you have any questions.

Social Media

SEAs are responsible for updating the social media accounts. Please keep posts work-related, appropriate, and thoughtful.

Rules & Expectations

Apperance

NSTP supports a casual dress code, so SEAs are permitted to dress in comfortable, informal clothing when working however, certain standards are required; clothing must be modest and professional. For example, clothing that one would wear when exercising, sleeping, at the beach, or a club is not suitable for the office workplace. Clothing that is dirty and/or has any offensive slogans/pictures is also unacceptable. Please keep these guidelines in mind, but it should not stop you from expressing your personal style.

- **SEAs may need to dress business casual or wear approved office gear for particular events, such as an open house.**

Food Policy

The refrigerator, microwave, and supplies use are for full-time and student staff members only. You are welcome to bring in food, but must clean up after yourself at the end of a shift. The refrigerator located in the SAC is for student use (food must be labeled). There is a Keurig that students can use, you can get K- Cups from SLCs working in the SAC.

Meals & Breaks

In a shift that runs over 6 hours, employees are entitled to an unpaid 1/2hour break. Please arrange the time of your break with the NSTP Pro-Staff at the beginning of your shift. If possible, avoid picking up shifts that run back to back.

Keys

All SEAs will be given a set of keys to the office. You are not to give these keys out to anyone else and must turn in your keys upon the termination of your position. You will be charged a replacement fee for any keys lost or not returned.

- **Student employees should not be in the office outside normal business hours unless they are meeting with a full-time professional staff member**

Office Professionalism

NSTP Leadership

Full-time staff members reserve the right to discuss inappropriate behavior with SEAs. Inappropriate behavior includes misuse of the NSTP social media/email accounts, missing deadlines, repeated technical or grammatical errors, tardiness or not showing up for your shift, or excessive socializing. Our staff may choose to: have a conversation with you, create written documentation for your employment file, put you on a warning or final warning, or terminate your employment (depending on the severity of the behavior).

Customer Service

NSTP prides itself on our outstanding customer service. Every walk-in visitor, phone call, and email will be treated as our top priority. We always provide accurate information, presented in a friendly tone, and shared in a timely manner for every individual, regardless of circumstance. We view our office as a hub for new and transitioning students and their families, and if we cannot provide an answer ourselves, we will always guide them to the appropriate resource on campus. Please see appendix A for a more detailed customer service philosophy and a guide to using inclusive language.

Reinstatement & Termination of Employment

SEA employment status will be up for review at the end of each academic year and all disciplinary offenses will be taken into consideration as well as overall performance when re-hire decisions are made. Recommendation for termination may be necessary after more than 3 written or verbal warnings. It may also be necessary for serious offense(s) that are criminal in nature or threatening to other employees and/or clients. This step may also be necessary for less serious offenses that continue to occur after the employee has gone through an investigation of a serious offense.

Resignation

If you choose to resign from your SEA position, you must do so by submitting a letter of resignation to your supervisor. To assist the office in filling your shifts, please expect to work any scheduled shifts for 48 hours after you turn in your letter of resignation.

Office Professionalism

Confidentiality

Student staff should consider all information shared or overheard within the NSTP office to be confidential. No items of a confidential nature (especially student identification numbers, financial records, GPA, etc.) should be discussed or referenced in any manner outside of the office. The importance of maintaining this policy of strict confidentiality is critical to the effective performance of this office at Ithaca College. It is also important to keep in mind that there are often students and other college staff members in this office and discussions can be easily overheard in a small space. All staff have a responsibility to keep overheard information confidential and to not discuss inappropriate or sensitive material where other can hear. Each person must conduct themselves at all times in a manner that reflects a high degree of professionalism.

Performance Evaluation

It is the policy of our office and Ithaca College to encourage the growth and development of our student staff through a performance review. Performance reviews will occur once per semester through a one-on-one discussion with the direct supervisor and may also include a written document to highlight strengths, areas for improvement, ways to further develop leadership skills, and (if applicable) disciplinary notices.

Conflict Resolution

The NSTP staff is committed to providing timely, honest, and helpful feedback to fellow staff members. We expect student staff in the office to similarly adopt the practice of sharing and listening to feedback. We expect that any concern you have about your work or another NSTP staff member be first shared directly with the person you have a concern with. If you are uncertain how to have this conversation, we encourage you to speak with your direct supervisor for advice on how to navigate. Communicating openly is key to a cohesive team/office. If there is an issue you feel should be addressed with the whole staff, you may ask for it to be put on the agenda at the next staff meeting. Suggestions for improving any of the areas of operation and services are ALWAYS WELCOME. Schedule an appointment to discuss your ideas with your direct supervisor.

Daily Office Task

Walk–Ins

You will be responsible for guiding all walk-in traffic to the appropriate professional staff or assisting folks with any inquiry they may have.

Visitors with appointments: If someone arrives for a scheduled meeting with a professional staff member, please first verify their appointment in the outlook calendar. You may ask them to have a seat in our waiting area while checking that the professional staff member is available. If they are available you may direct our visitor to the appropriate office. If the professional staff member is not yet available, please email the pro-staff member letting them know their appointment has arrived and ask the visitor to continue waiting until pro-staff is available. If they have waited for a long time (over 5 minutes) you may knock on the pro-staff's door to remind them of their meeting.

Visitors without appointments: If someone arrives to meet with a pro-staff member without an appointment, please see the following steps:

1. Is it possible to take a message?
2. If they would prefer to meet with a staff member, please use phrases such as "let me see if they are available right now."
3. Walk to the staff member's office and wait for further instructions. (Please be discreet by partially closing the door).
   a. If the staff member's door is closed, they are on the phone or are in a meeting, please do not interrupt and let the visitor know that the staff member is unavailable at this time but you are happy to leave them a message.
   b. If the staff member tells you they are not available to take a visitor, please use language such as "[name] is unavailable right now, but I can take a message or schedule an appointment for you to meet?"

Unless otherwise directed, do not schedule same-day appointments with professional staff so they have enough time to prepare for the meeting. If a student or campus partner expresses urgency, take down their contact information and ask a pro-staff member to reach out to them at their earliest convenience. If an individual appears frantic, check with any available pro-staff member for direction, please do not open a closed door.

Daily Office Tasks

Phones

You will be responsible for checking voicemail and answering all phone-calls during your office hours. If there is a red light on the phone, that means there is a voicemail. Please take down any messages and pass along to the appropriate pro-staff member or respond yourself, if able.

We always answer our calls with "Thank you for calling New Student & Transition Programs, this is _____, how may I help you?" NSTP prides itself on outstanding customer service and hold our student staff to the same high standards when handling phone calls. Please see Appendix B for a more detailed phone/voicemail guide.

Emails

You will be responsible for checking and responding to all department emails in NSTP@ithaca.edu. At the beginning of each office shift, you will be expected to log in to the NSTP email and respond to any inquiries still in the inbox. Our email management policy is that if it requires any follow up on our end, it is left in the inbox, but if it does not require any follow up it should be archived in the appropriate folder. If you do not know how to respond to a particular inquiry or where to archive a conversation, please confer with the Admin or SEA supervisor to determine how best to move forward. By following this policy, by the end of your shift there should be no messages in the inbox. Please see Appendix C for a "How to Guide" on responding to emails.

Desk Tasks

During each office shift, after checking all emails, social media accounts, and phone messages, you will be expected to complete any additional desk tasks assigned by a pro-staff member. These are often tasks outside of your normal project work that can be completed while you are at the desk. Once you complete the task, please notify the pro- staff member it is complete by responding to their email and then file the email in the Desk Tasks folder in the NSTP email account. If you don't complete the task, please respond to nstp@ithaca.edu notifying other SEAs how/if they can continue working on this. If everything has been completed and you still have additional time in your shift, please check in with each available pro-staff member to see if they have any additional tasks. If there are still no additional tasks, you may use the remaining time to work on project work.

Daily Office Task

Managing Outlook Calenders

Some pro-staff members will ask you to schedule/reschedule appointments and meetings in their outlook calendars. You can view and edit staff calendars in the NSTP email account. When scheduling appointments, try to allow for a 10-minute cushion between existing meetings and do not schedule less than 24 hours in advance. In the description of the event, please put your initials followed by a brief description of the nature of the meeting so if there are any questions, the correct SEA can be contacted. See Appendix D for a "How to Guide" for more detailed instructions.

Open Door Policy

Closed
The Pro-Staff Member is working on something important, on a call, or in a meeting. Do not interrupt unless it is highly important.

Partially Closed
The Pro-Staff Member is working on something important but can be interrupted if necessary.

Open
The Pro-Staff Member is working but can be interrupted if necessary.

NSTP Customer Service & Using Inclusive Language

Our Customer Service Philopsophy

- NSTP WELCOMES all students and their family members to the IC community.
- NSTP ACTIVELY LISTENS to people to understand what they need – beyond just what they are asking for.
- NSTP RESPECTS each person that comes to us for assistance and believes that we can help everyone if we actively listen to what they are saying.
- NSTP UNDERSTANDS that our mood should not dictate the caller's experience. You may have answered this question 100 times, but it is the first time they have asked the question.
- NSTP GOES ABOVE AND BEYOND for every caller / walk-in. Don't send people on an information hunt; bring the information to them.
- NSTP PROVIDES FACTS by looking up answers instead of assuming based on previous experience.

Using Inclusive Language

- We want to be as inclusive as possible with our language and communication, especially when customer servicing. For example:
- Always use STUDENT rather than kid/child/son/daughter
- Always use FAMILY MEMBER or SUPPORTER rather than mom/dad/guardian/grandparent
- Always use THEY/THEM or YOU/YOUR (gender neutral) language rather than him/her
  - **Once a student or family member confirms how they would like to be addressed, please adjust your language accordingly**

How to Guide: Phones

Answering the phone:
Thank you for calling New Student and Transition Programs, this is _____ how may I help you?

Taking Messages:
If someone is calling to speak to a specific staff member who is not available, please ask if there is anything that you could help the caller with, and if not, take a detailed phone message. It is important if you are taking a message you identify:

- Caller name
- Call-back number
- Nature of the call (as descriptive as possible)

If you do not feel comfortable answering a question and/or if there is not another pro-staff member available to take the call, please use the following script to take a message:

"That's a great question, someone from our professional staff will be happy to assist you with that information or connect you with someone who can help! They are currently out of the office at the moment, but could I take down your contact information so someone from our team can give you a call back to discuss that?"

- Please post all messages outside/on the door of the appropriate pro-staff member. You can leave messages for the SEAs directly on the desk.

Concluding a phone call:
Before hanging up or transferring a call, it is important that we are asking if the caller has any additional questions that we could answer before ending the call. We always want to end the call by conveying our genuine care for the student/family/campus partner.

Picking up a call:
Lift the receiver and select the green flashing light (only if it is ringing at the Admin's desk, please do not answer calls going directly to other pro-staff).
Putting caller on hold: Select the red Hold button. The line should start blinking green if done correctly. To take the caller off hold, select the blinking green line to resume the call.

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How to Guide: Phones Continued

Transferring a call:

Make sure your caller is NOT still on hold and let them know you are going to transfer them at this time. Select Transfer followed by the 5-digit campus extension.

- If you are transferring to someone in the office who knows the call is being transferred, you may hang up when the phone rings.
- If you are transferring to another office with an automated introduction, you may hang up when the intro begins.
- If you are transferring a call to another office without an automated introduction, please wait until someone picks up the call and let them know that you have a transfer call for them before hanging up.
    - When transferring, sometimes it is beneficial to share the contact information with the caller in case they get disconnected for any reason.

Placing Calls:

- If you are calling another IC extension: Dial their 5-digit campus extension.
- If you are calling a local, off-campus number: Dial 9 followed by the 7-digit telephone number.
- If you are calling an off-campus, out of area number: Dial 9-1- followed by the 10-digit phone number including area code.

Checking Voicemail:

Pick up the phone and hit the Message button. When prompted, dial the security code 1908, to access messages. Please delete any message that does not need additional follow up to keep the inbox clear.

Un-Forwarding the phone:

Pick up the phone and dial #2, then hang up. The screen should say 'Forward Cancel' if done correctly. This needs to be done at the beginning of the day, every day we are open.

Forwarding the phone to another line:

Pick up the phone and dial *2 followed by the 5-digit campus extension, then hang up. The screen should say 'Forward Set' if done correctly.

Forwarding the phone to voicemail:

Pick up the phone and dial *2-4-1850, then hang up. The screen should say 'Forward Set' if done correctly. This needs to be done at the end of the day, every day we are open.

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How to Guide: Emails

Every day you are working office hours, you will be expected to monitor the NSTP email and respond appropriately as needed. Every email should include the following:

Acknowledgment: i.e Thank you for reaching out. . . or Thank you for getting back. . .Welcome students to IC!

Inclusive Language: The same guidelines outlined in Appendix A

Facts & Details: When answering questions or providing information, please always include as much information as possible. This could include contact information for additional campus resources, links to the important web material, appropriate attachments, etc. Keep in mind that NSTP is an information "hub," meaning that we don't want to send folks on an information hunt rather we bring the information to them.

Friendly Sign-off: "Please let me know if you have any additional questions or concerns, or looking forward to hearing back, etc. followed by:

Sincerely, (Your name) or
Best, (Your name)

IC Approved Signature: Please conclude every email with your own signature so we know who responded to what emails:

(Your Name) (preferred pronouns [optional])
Student Engagement Assistant
New Student & Transition Programs
325 Egbert Hall

Ithaca College
953 Danby Rd l Ithaca, NY 14850
nstp@ithaca.edu l 607.274.1908
https://www.ithaca.edu/sacl/new-student/

How to Guide: Emails Continued

Add Interaction to Slate:
- BCC your unique Slate email when emailing students for crucial information (e.g., concerns, risk of non-attendance, complex queries).
- Find your Slate BCC: Go to Dashboard > Database icon > "Database." Type "Inbox Gateway" in the search. Click the appearing link under Communications header. A pop-up shows your Slate BCC email.
- Do not use for: basic inquiries like housing, dates, or deadlines.
  BCCing adds the communication to the student's Slate profile for NSTP records.

Add Interaction to Slate:
- Trust your instincts; if unsure, don't share.
- Never share passwords/usernames on the phone.
- FERPA rules start from the first class day.
  Inform prostaff for questionable requests.

How to Guide: Outlook Calender

You will be managing the NSTP calendar from nstp@ithaca.edu and members of the pro-staff team may ask you to add/edit events on their calendars as needed (which can also be done from nstp@ithaca.edu). Please keep the following guidelines in mind while creating events.

When saving events to the NSTP calendar:

1. Navigate to the day/time you would like to add an event and click to create that event
2. Always title your event
3. Invite attendees (see scheduling assistant for attendee availability)
4. Confirm date, time, and location are accurate
5. Add a description of the event followed by your initials in case there is a question.

When saving events to a pro-staff calendar:

1. Select pro-staff calendar you would like to update (on left hand side of calendar)
2. Select an available time on their calendar (their name should appear in top left of the event
3. box)
    a. Please allow for 5-10 minutes of travel time between meetings and do not reserve someone's last free slot on their calendar without confirming with them first.
4. Follow steps 3-5 above
5. Send a confirmation email to pro-staff member notifying them of the calendar update

If you have any questions on this process, please see the Admin before creating any events. Pro- staff members follow their calendars very carefully and therefore it is pertinent that they remain accurate, thank you.