Presentation
Practice Center

EMPLOYEE HANDBOOK

Head Secretary

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ABOUT US

OUR WHAT

We build confident speakers.

OUR WHY

Everyone has something to say, but they don't always know how to say it.

OUR HOW

We provide personalized coaching in the brainstorming, outlining, and presenting stages of speech-making.

BEGINNING OF SEMESTER CHECKLIST

Each semester, there is a list of things to do to prepare for the next semester. You can start this to-do list at the very end of the semester, but some things can't be done until the beginning of the next semester.
Here is the list, followed by further details for each task:

- Order Name Tags
- Update Wages
- Add/delete employees on Microsoft Teams
- Add/delete tutors on I-Plan
- Update tutors' zoom links
- Update Employee Directory
- Update Survey Link on Haacke's website (turn on workflows)
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- Contact new hires
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- Make a secretary schedule
- Collect other employees' availability and make a schedule for the semester
- Make a new spreadsheet for Student Charges
- Schedule Staff Photo

ORDERING NAME TAGS

Every employee gets a name tag. Once you know the new hires for the next semester, you can email BYU-Idaho Facilities Service Center (uobsc@byui.edu). Look for past emails we've sent to them and copy paste it. They should say something like this:
Hello,
I need the following name tags made with this logo (see attachment). I would like the name tags to be white with blue letters. Could you please check the past work orders to match? You can charge those to the Presentation Practice Center.

Cost Center Presentation Practice Center (164021)

Names:

Jane Doe
John Smith
Example name

If a tutor used to work for the PPC, left, but is returning, you may order them a new name tag unless they left it behind and you still have it in the PPC.

UPDATING WAGES

If you know who the new hires are for the next semester, you can update the wages spreadsheet for Brother Haacke. This is saved on Microsoft Teams under the "Password" channel. Under files, you'll see a spreadsheet called "Haacke $ Employee List." Add the new employees. Put the correct information and use the following rules to update:

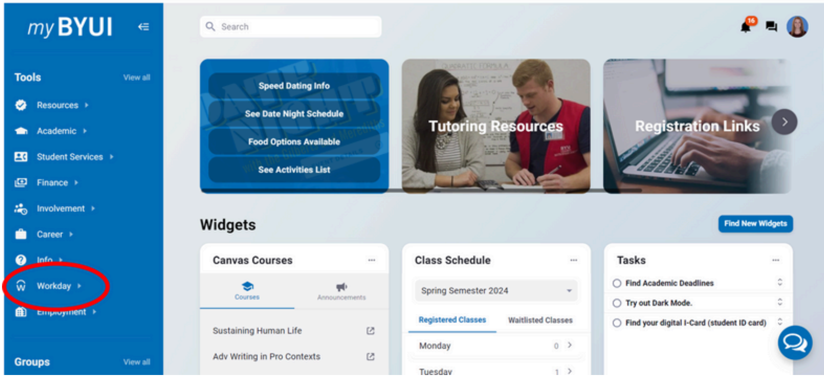
Starting Pay:
Tutor – $10.50
Secretary – $10.50
Video Team Member – $12
Committee Leader – $11.50
Director – $13.50
Head Secretary – $13.50

Raises:
Each semester – $0.05
Certification – $0.50

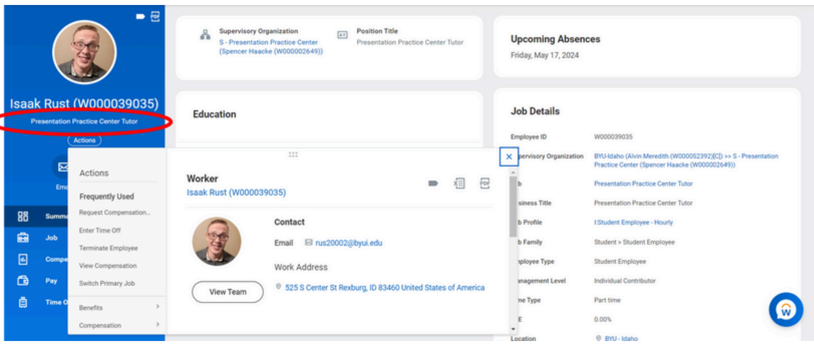
Add comments on the cell that shows the employees pay and specify why that’s the pay they’re at. Have Brother Haacke approve it, then make the updates in Workday.
To make these updates, you must have access given through Human Resources. If you can’t make these changes, call Human Resources, and they can change that for you.

Follow these steps to update wages in Workday:

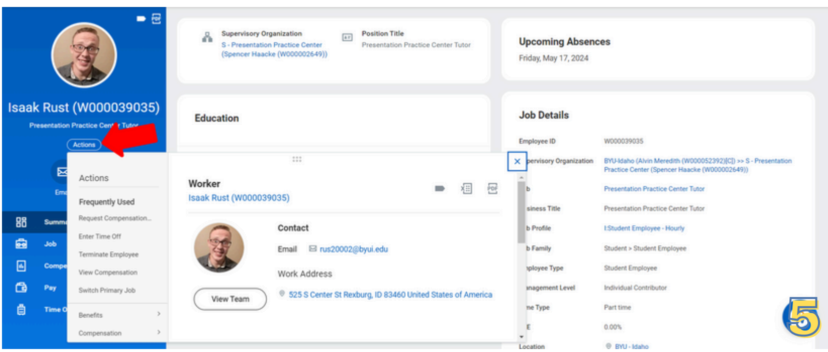
1. Login to Workday on your computer



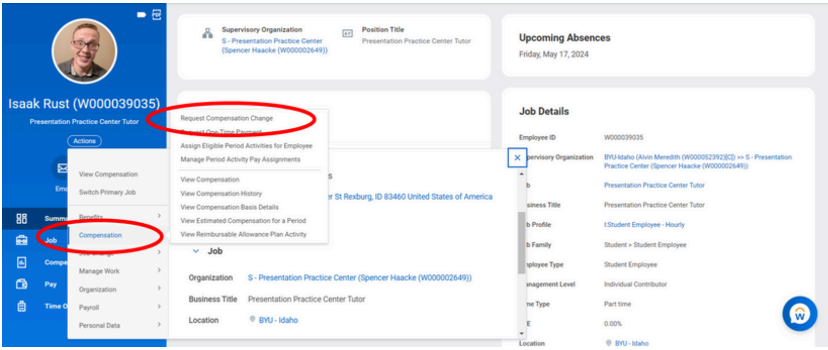
2. Search the name of the employee
3. Make sure the correct job position is selected. Change it if it's on a different job position. It will show all the campus jobs the student has.



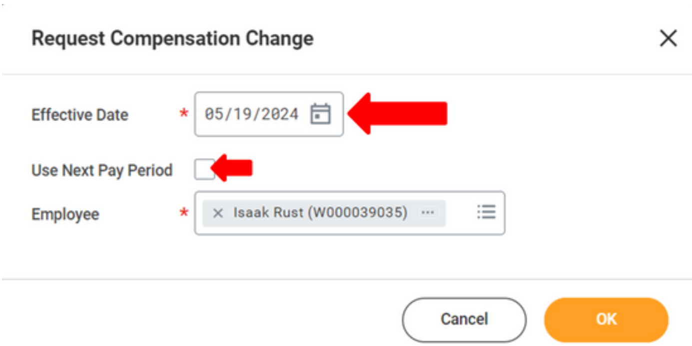
4. Then click "Actions" under their name



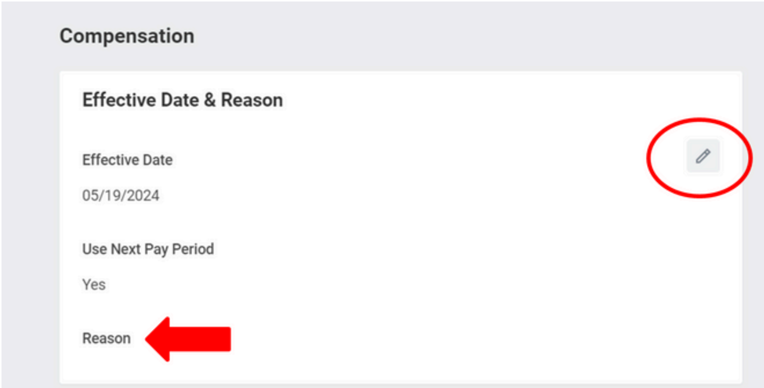
5. Scroll down and mouse over “Compensation.” Then select “Request Compensation Change.”



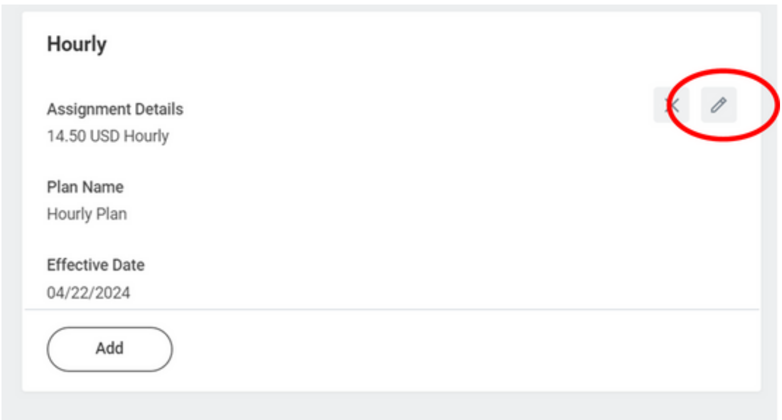
6. Select the correct “Effective Date.” If this raise was supposed to be for the first day of school, put that as the date and they will get back paid. Make sure to uncheck the “Use Next Pay Period” option. Then hit “OK.”



7. Under “Compensation,” select the edit button and select a reason for the compensation change. It doesn’t really matter what you select, just choose one that makes sense.



8. Scroll down to the “Hourly” section. Click the edit button and change the pay to what it needs to be.



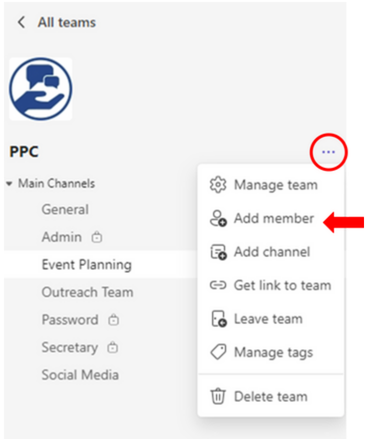
9. Submit

ADD/DELETE EMPLOYEES FROM MICROSOFT TEAMS

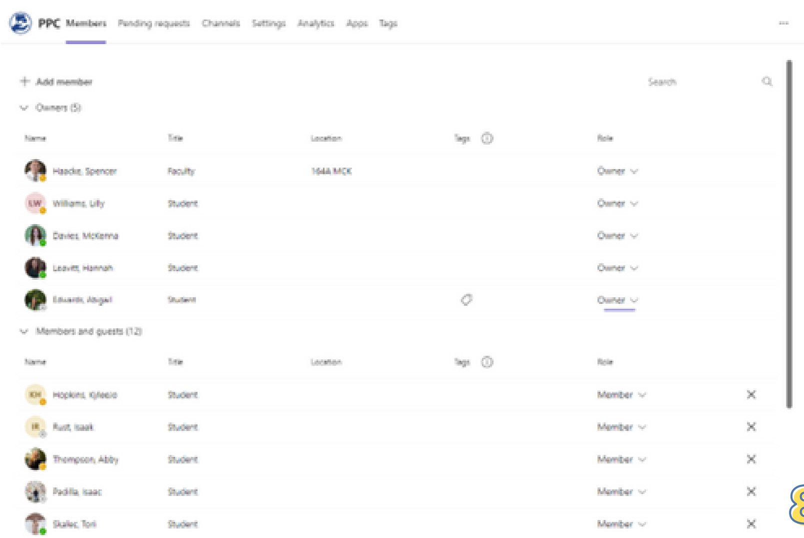
Go through each of the chats that we will use next semester. Remove the employees that won’t be there next semester and add the new hires.

Under the “Shifts” tab, delete the tutors that quit and add the new tutors.

Go to the PPC Teams channels, click the 3 dots, then click “add members.”



Add the new hires to the channel. Then click “manage team” and delete the employees that no longer work at the PPC. Make sure that secretaries are listed as “Owners,” and everyone else is listed at “Members.” Secretaries need to be owners in order to update the “Shifts” tab.



Finally, you'll notice that some of the channels are locked. Talk to Brother Haacke about adding new secretaries to the "Secretary" channel and "Password" channels.

ADD/DELETE EMPLOYEES FROM I-PLAN

Open I-Plan and delete the employees that no longer work there. You can do this by clicking on a name, and then clicking the "trash can" icon next to their name.
To add employees to I-Plan, you'll type in their I-Number at the top and then click "Add Tutor."
New tutors need an online location in order for availability to be added to their schedule. To add their online location, impersonate the tutor (as if you're booking an appointment for them) using their I-Number, then click tutoring. Hit the three dots on the top left of the page and click "tutor preferences." In tutor preferences, click the tab on the left side called "My Tutoring Locations." Under "Online Locations" add their zoom link.
While you're in tutor preferences, change the number of tutoring appointments they can have to "99." They will only tutor for the time you put on their I-Plan schedule, so don't worry about it being 99, this just allows for tutors to work more than the default if they'd like.

ZOOM LINKS

The school has provided zoom links for every student. To make it easier for the secretaries and for the tutors, have everyone change their zoom link to their personal phone number. That way tutors will know what it is. Give these instructions to new tutors:

How to change zoom link:

1. Login to byui.zoom.us
2. When you sign in, be sure to "sign in with SSO" and use your school email to login
3. Then go to "profile"
4. Where it says, "personal meeting ID", click "edit" and change it to your phone number

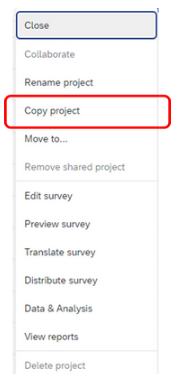
Print the tutor's Zoom links out and post it on the wall in front of you as you sit at the desk (behind the computer). Then if any appointments email asking for their tutor's Zoom link, secretaries can quickly get to it.

UPDATE EMPLOYEE DIRECTORY

In the Password channel in Teams, all of the old Directories are saved. Please duplicate one of these and change it to include the current semester's employees. Include employees' name, phone number, email, I-Number, and birthday. Print one out and give it to Brother Haacke. Print another and post it on the wall by the desk (behind the computer).

UPDATE STUDENT VISIT FORM

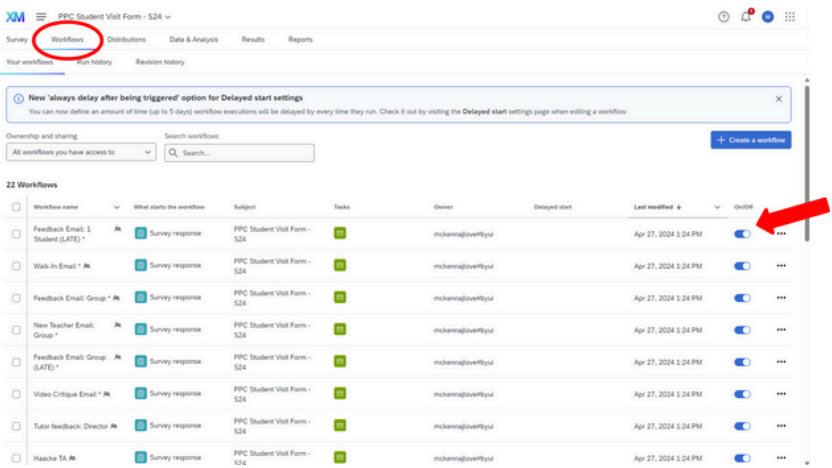
At the end of the semester, copy the current semester's Student Visit Form on Qualtrics by clicking the three dots on the side and clicking "Copy Project."



Name the new survey “PPC Student Visit Form – [current semester, ex. S24].”

At the very end of the semester, once all appointments are done, you may close the old survey.

Open the new survey and click “Workflows” at the top. Turn all the workflows “on” EXCEPT for “Missed Apt Email.” Keep that one “off.”



Finally, call or email the Faculty Technology Center (FTC) and have them change the OWNER of the form to Brother Haacke, but to also collaborate with the PPC group (it includes the secretaries). This is vital because as faculty, Brother Haacke gets more responses on surveys than students do. We don’t want to risk running out of responses before the semester is over.

Once you’ve made a new survey, it’s time to update Brother Haacke’s website with it.

Keep Qualtrics open, but in another tab, go back to Teams and open the Passwords document located in the Password channel. Scroll down until you see “Haacke’s Website.” There’s a URL, username, and password. This is how to access the backend of spencerhaacke.com.

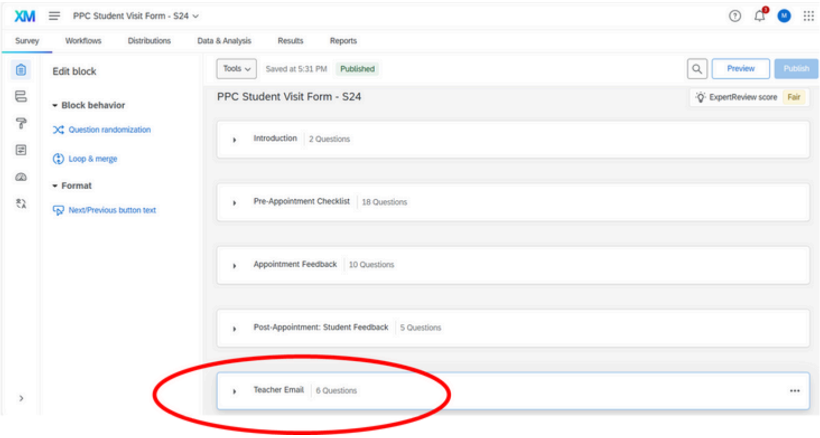
1. Login to the website, then click “Pages” on the side.
2. Click on the “PPC Tutors” link and it will pull up the links shown on Brother Haacke’s website.
3. Click on “Qualtrics” and a link will pop up. This is the old link.
4. Click the pencil icon next to the link to edit it.
5. Go back to the Qualtrics form to get the link for the Student Visit Form.
6. Click “Distributions” at the top, then “Anonymous link” on the left side.
7. Copy the survey link and go back to Brother Haacke’s website.
8. Paste that new link in and then hit “Apply.”
9. Once you’re done, click “Update” on the right side.

You may want to test it by going to spencerhaacke.com and filling out the survey as if you were a tutor. Then check Qualtrics and make sure it came through to the NEW semester survey.

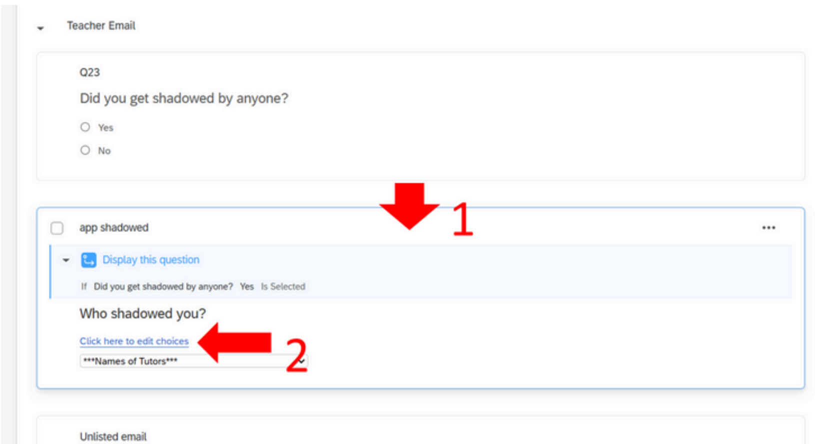
UPDATE STUDENT VISIT FORM WITH CORRECT TUTORS’ NAMES

After you’ve made a new Student Visit form for the new semester, make sure you update the names of the tutors on the form. To do this, open the survey then follow these steps:

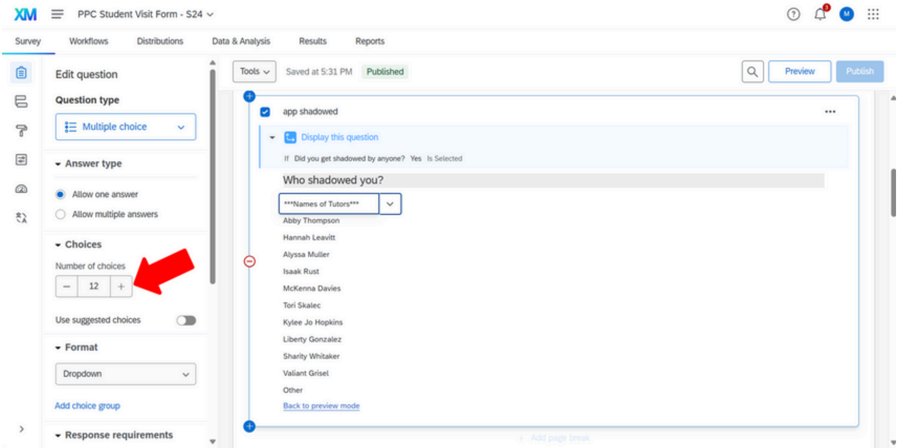
1. Select the “Teacher Email” section



2. Select the box that says, “Who shadowed you?” then select the blue words that say, “Click here to edit choices.”



3. Add the number of choices, and when another answer choice is added the to survey, edit the name



4. Delete the names of tutors that no longer work there

UPDATE TUTOR FEEDBACK FORM WITH CORRECT TUTORS' NAMES

Follow a similar process as the section above, except find the survey called "Tutor Feedback" and update the names of the tutors to be current.

PICK UP CALENDARS

At the beginning of the semester, visit the print center's main office in the MC. Ask for 2 horizontal calendars and one vertical. Use the cost center ID to pay for them. These calendars include the whole semester in poster form. Give one horizontal calendar to Brother Haacke. Hang the other by the secretary desk. Hang the vertical calendar on the dry erase board and include important PPC events on it so all employees can see. Sometimes the calendars are ready for pickup right away. You may also print out your own calendar for each month of the semester instead of waiting for the print center. This is helpful for Brother Haacke because he likes to plan out his semester on it during the first few days of the semester.

ORDER EMPLOYEE PICTURE CARDS

Using the "polaroid template," make more picture cards for the new employees. You may also delegate this task to someone with Adobe Illustrator experience. Once they're complete, order these through the print and copy services (by the bowling alley) print@byui.edu. Print them as 4x6 on matte photo paper. See previous semesters' emails.

MAKING THE SECRETARY SCHEDULE

The schedule should start with someone opening at 7:30 am and then someone closing at 5:00 pm. The first week and the last week of school you can be more lenient on secretaries sticking to their shifts, but other than that there needs to be someone here from 7:30 in the morning until 5:00 at night.

Why do we need someone to be there at 7:30 am? The schedule needs to be up by 8:00 am every morning, and along with other opening responsibilities, like checking voicemails, responding to emails, and just tidying up the office it will take thirty minutes. There may be some days when you are running late, or you forgot your I-card to open the door. Which is fine because things happen, but the schedule needs to be up and made by 8:00 am. I have found it best to lay it out like this. It might seem confusing, but you will see how helpful it will be as the semester goes on.

To make the secretaries' schedule, open excel, make a column for each secretary. Assign each employee two colors. The first color is normally a lighter color, and the second the same color just darker. With the first color, fill in the times they are in class. That way it will make it easier to see when they can work, and when they can't. Then fill in with their darker colors when they are scheduled to work each day. Try not to make the same secretary work every morning or close every day. However, sometimes that might have to be the case. Ask each secretary how many hours they'd like to work each week, then try to give them the hours they want. There will be times when certain secretaries will get more hours based on their schedule, or they might get very little time. Just make sure it works for everyone. Most semesters the Head Secretary should take the most time because they have the most to do. It is easier when you have more time working at the desk to take care of things. Each secretary's schedule should not exceed more than twenty hours each week, especially international students. The school has a policy where students cannot exceed a certain number of hours each year, so the best way to follow their guidelines is to stick to no more than twenty hours each week. There may be cases where you work more because of meetings, events, or covering a shift, but if you have a schedule that doesn't exceed twenty hours you will be golden.

MAKING THE TUTORS' SCHEDULES

It's also helpful to make a spreadsheet with all the tutors' schedules. First, at the end of the semester, send out a Qualtrics survey where everyone can fill out the times that they're available to work each day. Use this to decide when everyone should work. Make sure everyone isn't working at the same time and that there's coverage throughout the whole day. Having a spreadsheet with everyone's schedules posted helps the whole office know when certain employees will be in the office. Tutors are guaranteed 10 hours of work a week. If they don't get 10 hours' worth of appointments, they can work on projects listed in Microsoft Teams. That guaranteed 10 hours will be their set office hours. When making the tutor schedule, make it similar to the secretaries, except, you'll make a schedule for each day. Start with Monday and list all of the tutors in their own column. Assign them a color and fill in the hours they said they were available. If they listed more than 10 hours of availability, choose a time that will be their set office hours and make that a darker shade. Tutors are required to be here for their set office hours, but if they don't get appointments outside of those hours, they are not required to come into the office.

It's helpful to also list the office hours of the video production team again so you know when they're supposed to be in the office. They may need to work in the school's editing bays but let them know they need to communicate that with you.

MAKING THE TUTORS' SCHEDULES

Follow these steps:

1. Open the "Secretary" channel on Teams
2. Under "Files" open the folder "Student Charges."
3. Duplicate the previous semester's spreadsheet
4. Rename the new spreadsheet then open it
5. Update the dates along the bottom tabs so they have each week of the current semester

6. Delete old names within each of those tabs so you have empty spreadsheets

SCHEDULING STAFF PHOTO

We take staff photos at the beginning of every semester. This is a requirement for all employees. Every employee needs to make sure they are wearing their PPC shirts. We do not wear our names tags, just encourage everyone to look nice.

How to schedule the appointments: You can call BYUI photo services 208-496-7232. It's easiest to schedule pictures during one of our first few office meetings of the semester (Thursdays at 11:30). By doing this it allows everyone to be present for the pictures.

Pictures: Once you have taken the pictures you will need to check in at the photo place. You will need to provide the name of the center and where you would like the pictures sent to. Have them sent to the presentationpractice@byui.edu email, that way it can be saved if we ever need to find it again. Also ask them for printed versions (8x10) of the photo because when they print it, it looks much better than when Print and Copy services does it. This will take a couple of days for them to process the order. Once it is done they will send you an email and you will need to go pick them up. If you don't hear from them, give them a call and check on the order.

Hanging up the picture in the office: Once you get the photo it will need to be hung in the office. Replace it with the oldest picture, you can just leave the other pictures in the back of the frame. The frames are kind of hard to figure out, but how you do it is you have to push the glass out of the frame to change it. You won't break it, you just have to pop it out.

OTHER RESPONSIBILIES

Once you complete the beginning of semester checklist, the semester should be all set up. The Head Secretary will have all the same responsibilities listed in the Secretary Handbook, so that information will not be included in this manual. Here are more important tasks that the Head Secretary has:

BUDGET

At the beginning of each year, the school gives us our allotted budget. Talk to Brother Haacke to get a copy of the budget. Split the amount into semesters. Then split each semester's amount into categories. Here's an example of a semester's budget:

	Budget	Used	Remaining
Outreach	30		
Events	80		
Social Media	60		
T-Shirts	100		
Certification	107		
Office Supplies	60		
Candy	50		
Food	123		
Training Books	60		
Printing	100		
Misc.	0		
Total	770		

Let the committee leaders know what their budget is. Encourage them to get their purchases approved beforehand and to avoid using that money for food/meals at meetings because the school is picky about employee lunches. They must know every student that ate the food and their I-numbers. To prevent the hassle, just save employee meals for the larger group where that isn't required. If committees want to purchase gift cards, they CANNOT be reimbursed through the school. Tell them to avoid purchasing gift cards without talking to Brother Haacke first. It's better to use that money to buy prize items (speakers, headphones, blankets, etc.).

COVERING SHIFTS

If a secretary is unable to come into work, they should message in the "Secretary" chat asking if anyone can cover. If no one can, then they can message in the "Need Apts Covered" chat and see if any other employees can cover the desk for them. They are ultimately responsible for getting their shift covered, not you. If they can't find anyone to cover, but absolutely cannot come into work, then you can excuse them. Use your own discretion. Then have the tutors take care of their own appointments when they arrive. Someone that's in the office can also put up the sign that says: "Have a seat and someone will be with you shortly" to help the students that arrive. It's helpful to keep track of when secretaries "call in" to work and if there's a pattern, or a lot of absences from any secretaries, it may be good to have a conversation with them and make sure they're doing okay and that they understand the importance of making it to their shifts.

If a tutor can't make their appointment, they can post it in the "Need Apts Covered" chat. If no one can cover it, the tutor either needs to take the appointment anyway, and if they absolutely can't take it, they can have it over Zoom, or reschedule it with the student. We don't cancel appointments.

ROOMS

Besides the practice room in the PPC, we have three rooms in the library for our use. 188, 259 (tutoring center), and 261 (tutoring center). We also reserve rooms every morning. If any of the rooms in the library are locked, you can talk to the Tutoring Center secretary to see if they can unlock the ones on the second floor. Otherwise, you can use the master key located on the first floor of the library close to the bathrooms. You'll need Brother Haacke to give you access through your Prox card (I-card with a sensor).

CERTIFICATION

Tutors and secretaries have the option to become "certified." Once certified, the employee is awarded a sweatshirt, a certificate, a banner on I-Plan, and instructions for how to post about it on LinkedIn. During the first few weeks of the semester, do a headcount of all the employees who are interested in receiving their certification that semester. This way you can order their sweatshirts and have them stored until they've completed their certification requirements. You'll want to order the sweatshirts in bulk because there's free shipping on orders over $59.

Order the certification sweatshirts through Jiffyshirts.com. After selecting all the sweatshirt colors and sizes you need, you'll also order what's called a "Jiffy Transfer." This is the print that goes on the sweatshirt. Upload the correct certification logo (there's a white and black option depending on what would look best on the sweatshirt color). There is a TUTOR certification logo and a SECRETARY certification logo, so make sure you upload the correct one. Once you place the order, you can't change it on Jiffyshirts.com.

When the order arrives, you'll need to do the heat pressing yourself. Brother Haacke has a heat press and parchment paper. Follow these instructions carefully to transfer the certification logo to the sweatshirt:

1. Pre-press sweatshirt for 5-10 seconds to eliminate moisture and wrinkles
2. Cut around each logo (leave space on the edges so you can peel it off)
3. Put the transfer onto the sweatshirt in the desired spot.

Steps	Material	
	Cotton or Blends	**100% Polyester**
Temperature Setting	300°F-320°F	260° F-270° F
Press Time	12-15 sec	10-12 sec
Cooldown	*Allow to cool completely before peeling*	
Re-press Material	*Use parchment*	
Repress Time	5-10 sec	

For the certificates, there is a Canva template saved to Microsoft Teams in the "Admin" channel. Change the name to match each of the certified tutors and be sure the correct logo is put in the background (secretary vs tutor). Print them on cardstock and then have them signed. Once they're signed you can go to a school printer in the library and scan it as a PDF. From there, you can have the printer email it to you. This is what the employees can upload to LinkedIn.

Brother Haacke will save the PDF version of the signed certificates to the BYU-Idaho website and share the link with you. Be sure to share that link with the certified employee(s).

Here are directions on how employees can add their certification to Linkedin (send these instructions to the certified employees):

a. Click on Me
b. Click View Profile
c. Click Add Profile Section
d. Click on Background
e. Click on Licenses & Certification
f. Under Issuing Organization type in "Presentation Practice Center"
g. Click on "Certifications at Presentation Practice Center"
h. For the Name you can put "Certified Presentation Practice Center Tutor"
i. Click Save

Also here is a link to your certificate [insert link to their signed certificate] that you can put in the badge under its settings. Let me know if you have any questions or concerns!

STUDENT CHARGES SCHEDULE

Every Monday you will charge students who missed their appointment. Make a list of all the Mondays in the semester and assign a secretary to each week. On their assigned Monday, they will email missed appointments from the previous week and charge students from the week before.

COST CENTER ID

Most of the time, if you need to make a purchase on behalf of the PPC on campus, you'll give the cost center ID which is 164021. This is the number that will indicate that the Presentation Practice Center account should be charged.

WORKDAY

Approving Time

Every two weeks is when employees will need to submit time to get it approved and to get paid. Most people will submit time every week or even every day. Stay on top of approving time so that it doesn't build up. Waiting until the end of the pay period may risk you forgetting about it and employees not getting paid on time. Everyone must submit time every two weeks. They must submit it by 10am on Monday (after the pay period) to get paid on time. If they do not submit it, or if they submit it late it will be put onto their next paycheck. It is not your responsibility to make sure that everyone is submitting their time. Your responsibility is to make sure that the time they submitted matches their schedules and that it is approved on time.

Here's how to approve time on your phone:

1. When someone submits time, a notification will pop up on Workday and in your email.
2. Open Workday and tap the inbox on the bottom that says "My Tasks"
3. Select the person whose time you are going to be approving.
4. At the bottom tap "View details" and a few boxes will pop up with different ways of showing their time.

5. Tap on the first big box, in this you will see the time they clocked in and out, the date, and a comment.
6. Look through each time entry and their comment, compare it to I-Plan, their set schedule, projects they've been working on, and when their committee meetings are. If everything looks accurate, you may approve it. If it doesn't look right, then reject it and have the employee fix it and then resubmit.
7. Anytime an employee does anything for the PPC, they can get paid, including reading a book from the PPC collection.
8. Things to watch for: random projects that aren't approved or unnecessary, having the same amount of time listed every day for a task that should take a different amount of time each week (ex. 8:00-8:30am "sent reminder emails." This should not take 30 minutes. It should take just a few minutes depending on how many appointments you have), and working super late hours. If an employee can't get most of their tasks done within reasonable hours, then they need to figure out if they have time for this job.

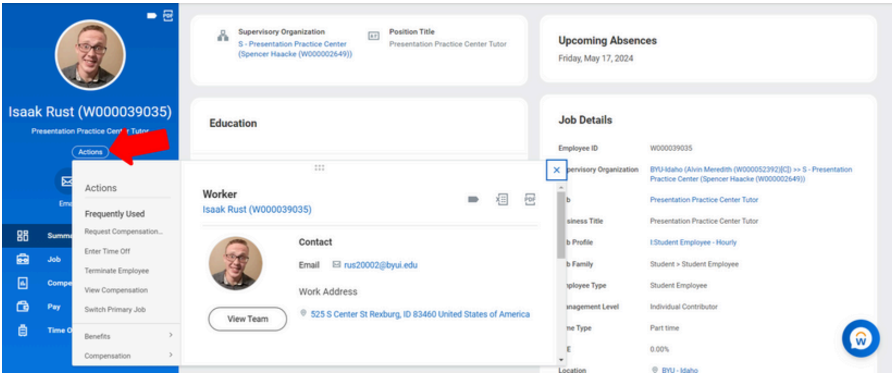
Approving Time Off

Through a similar process, employees can request time off through Workday. They only need to do this if they need a full day off or more. It will come through to your tasks and you can approve it there.

Manager Access

You should have manager access to Workday along with Brother Haacke. Through manager access, you can see all of the PPC employees, hire them, terminate them, and check on hours or time off. To do this,, login to Workday on your laptop from MyBYUI. Then search for the employee you want to see.

Then click “Actions” and select whichever action you’d like. Some common ones are “Compensation” and “Time and absense.”



CHECKING REPORTS

Tutors should be updating their reports daily. When students come in for appointments the secretary will check them in and out. If the secretary is gone, or doesn’t know if an online appointment attended, those names will show up in tutor reports. The tutor must indicate on their end whether the appointment was missed, cancelled, or attended. Assign a secretary to check tutors’ reports each Friday to see if they are updated. If not, have them message the tutor reminding them to update them by the end of the day. This will help us have accurate records when we charge students the following Monday.

To check tutors' reports:

1. Open I-Plan and go to Tutoring Services > Tutoring Centers > Presentation Practice Center
2. Click on a tutor's name
3. Copy their I-number and impersonate them using the orange glasses
4. Click "Tutoring"
5. Click the 3 dots in the top left corner
6. When the black box opens from the left, click "reports"
7. If you see reports in there (especially older ones from days ago), message the tutor

EVENTS

The Presentation Practice Center holds two events every semester. Your role as Head Secretary is to make sure that these events run smoothly and that the events leader has everything taken care of. For every event, create a survey through Qualtrics to keep a record of who attended the events, why they attended (for class credit or for fun), and how they heard about the event. This is useful data. Some professors give students extra credit for attending the event. We record this so that we can let professors know that their students attended if they ask. For each event you will need to bring at least two iPads that will be set up at the entrance where students can check in.

Better to Best: The first is called "Better to Best" which is a public speaking workshop where we help students improve their overall speaking ability and presentational skills.

I-**Talk:** The other event is called, “I-Talk". This event is a showcase of Ted-like style talks. Students from any major can apply and tryout for the event. The social media committee will help market the event and the events committee will plan, pitch, and put on the event. Make sure everyone has the details for how students can apply and try out for the event so they can spread the word. They can apply through a Qualtrics survey. Brother Haacke, the Student Director, and Head Secretary will choose the applicants that sound the most promising. Once selected, contact them and help them book an appointment with a previously selected tutor(s) who will act as a “judge.” The tutor will help them brainstorm and outline their speech idea and then tell them they will be contacted later with results about if they are chosen for the event. The tutor that met with the applicant will relay their feedback to Brother Haacke, the Student Director, and/or Head Secretary expressing whether they feel like the student would be a good speaker at I-Talk. From there, Brother Haacke will make the final decision for the speakers.

As Head Secretary, you will also need to make sure the PowerPoint is set up. To do this you will need to contact each speaker asking for: a headshot, their slides, a short bio, and their mic drop song. You will combine all the information into one big PowerPoint. Download each speaker’s slides. To combine slides, you will start with a blank presentation, then click the “New slide” drop down arrow, then click “reuse slides.” This should pull up an option to browse your downloads or saved documents. Upload the desired slides, and make sure “Keep source formatting” is selected at the bottom. Then click each slide to add it to the new slideshow. Repeat for each speaker’s slides. Between every presentation add a bio slide with the next speaker's head shot and the title of their presentation. Add their mic drop song to the end of each speaker's presentation and have it fade out after 15-20 seconds. To find their mic drop song, look it up on YouTube and use a YouTube to MP3 converter online. A safe and ad-free website to do this can be found here: https://ezmp3.cc/

Finally, it's important to make sure we have the Little Theater in the MC reserved for these events. To ensure we get the room before anyone else, reserve it ASAP. The school allows you to reserve rooms a year in advance. Stay on top of it and make sure you reserve the Little Theater for next year's events. If it's June 2024, then I will call the Scheduling office and schedule the Little Theater for June 2025. Schedule Better to Best a few weeks into the semester and schedule I-Talk to be a few weeks before the semester ends. Be sure to add to the reservation chairs, tables, microphones, and trashcans as needed. Once reserved, put the events in the Outlook calendar for the date that you chose.

OFFICE SUPPLIES

There are many things in the office that you'll need to restock throughout the semester/year. Basic office supplies (like sticky notes, printer paper, dry erase markers, disinfectant wipes, highlighters, etc) can be found upstairs in the main Tutoring Center. Things like candy and plastic cutlery, etc., Brother Haacke can either order on Amazon or pick up from Sam's Club. Look at the semester's budget and choose supplies within that budget. Talk with Brother Haacke to put in the order.

You can order more punch cards through the school's print services. The PDF for the punch cards can be found in the Secretary channel under "Files."

HIRING

There are 5 parts to the hiring process: the job posting, applications, interviews, contacting new hires, orientation and training.

The Job Posting

When you need to hire a new secretary, you'll want to post about it on the BYU-Idaho Employment Board. To do this, you first need to make a job requisition through Workday.

To create a job requisition:

1. Login to Workday
2. On the right, click the View All Apps icon, and select Recruiting
3. Click Create Job Requisition under Actions
4. *If creating a job requisition similar to an existing position • Click Copy Details from Existing Requisition and select desired requisition
5. Confirm the proper Supervisory Organization is selected • Make sure that the Supervisory Organization starts with an "S-". This indicates a student supervisory organization.
6. Click OK
7. Click on the pencil icon on the top right of the Recruiting Details box to edit the information
8. For the Number of Openings, input the maximum number of student employees that need to be hired, 100 openings are sufficient for most job requisitions on- campus. (Note: Each student hired will drop the count by one. High numbers ensure that managers will not have to keep recreating the job requisitions they make now.)
9. Under Reason, use the drop down and click on Create Job Requisition > Recruiting, then select Approved Student Job

10. Leave the Replacement For box and the Recruiting Instruction field blank
11. Select a Recruiting Start Date and Target Hire Date • A student cannot be hired before the Recruiting Start Date. Target Hire Date can be set as the hire date. You can still hire an employee in the position either before or after the Target Hire Date, (Note: These dates are not the posting dates that will affect when or if supervisors choose to post on the Job Board. Posting dates will be assignable in the external student employee site.)
12. Leave the Target End Date field blank, and click Next
13. Click on the pencil icon on the top right of the Job Details field to edit the information
14. Enter a Job Posting Title (Note: This will be the student's actual job title)
15. Enter "Student Employment" in the Justification field.
16. Job Profile – enter 414 for I: Student Employee Hourly Job Description Summary should be a brief, 2-3 sentence overview statement of the position. The summary is what students will see initially on the Job Board if posted.
17. Job Description is where supervisors can list specific details about job duties, and any qualifications or skills required.
18. This is what students will see when they click on the job posting.
19. Set the Scheduled Weekly Hours to 0 (Note: This changes the employee's FTE from 100% to 0%.)
20. Leave Work Shift blank (Note: Can be entered on external job site)
21. Compensation Details will fill autofill.
22. Select Next, and select Next again.

23. Under Company, select Organization, then Brigham Young University-Idaho
24. Assign the appropriate Cost Center (Account Code) to the employee by using the drop down menu (Note: If a Cost Center is missing contact studentemployment@byui.edu.) In the Costing field select the Fund section. From the
25. Organization section chose the Fund that matches the first number of the Cost Center
26. Select Next, and select Next again
27. For Assign Roles click on the gray Add box
28. Under Role select Primary Recruiter (Note: The Primary Recruiter has access to view and edit the job requisition in Workday, as well as the ability to hire students into the position from the Job Board. There can be multiple Primary Recruiters assigned to the same job requisition, including student employees.)
29. Under Assigned to, type in names of those who will need this role, and click Enter (Note: It is possible to select multiple Primary Recruiters by typing their names in the Assigned To box – this gives the access to see the applicants on the job board and the ability to hire from the job board.)
30. Select Next
31. On the Summary page, review the details of the requisition to make sure everything has been entered correctly
32. Select Submit.

To add to the Employment Board:

1. Go to the Student Job Board. (https://web.byui.edu/studentemployment/)
2. At the top of the page click the Manager tab and select Manage Job Postings a. (Note: Visibility to see and manage jobs are tied to the primary recruiter or direct supervisor.)
3. Select the open requisition you created for the job to be filled. a. (Note: The search bar may be used to help narrow your search)
4. Select the Applicants or Direct Hire tab a. (Note: Applicants is for candidates who applied through the job board, and the buttons on the right-hand side will allow you to hire them. Follow steps 8-12)
5. For Direct Hire, input the students I-Number
6. Input the students Pay Rate (Note: do not input a pay rate that is outside the minimum/maximum range; Minimum: $9.35, Maximum: $13.50)
7. Enter or select a Hire Date for the student employee. (Note: It is important to have an accurate hire date.) Then click Hire
8. A new window titled Job Options will pop up
9. Verify that the name of the applicant is correct
10. Type in the correct Job Title a. (Note: The job title will be the title students will see when they clock in)
11. Select a Badge Type (if applicable) and enter the 4-digit zip
12. Click Hire

For tutors and other employees (like video or social media specialists), you can go by word of mouth, emails to teachers, or a poster in the PPC. We don't usually post these job openings on the Employment Board because we get too many applicants that don't meet our specific qualifications (they need to have taken public speaking, have a 3.2 GPA or higher, etc.). Anyone interested can email the PPC and a secretary can send them the application link which is found in Qualtrics. It's called "Tutor Application."

Applications

Once someone submits an application, you'll get an email. Print out the emailed application and find a picture of the student if you can (Facebook is the best option). Staple their picture to the application and file it in the drawer with the other applications. If they've included a cover letter or resume, staple that as well.

Bring them to your next Directors' Meeting and go over them with the Student Director and Brother Haacke.

Interviews

Once you, the Student Director, and Brother Haacke have decided who to bring in for interviews, email them and try to find a time they're available to come in.
If they're a tutor applicant, make sure it's a time Brother Haacke and the Student Director are available to join the interview.
If they're a secretary applicant, make sure it's a time you are available to join.
If they're a social media/video applicant, make sure Brother Haacke and the Social Media committee leader (if possible) are available to join.

Upon hire, every employee will fill out an employment contract which Brother Haacke will go over with them. These contracts can be found in the Admin channel on Teams.

Contacting New Hires

- Once all the interviews are complete and Brother Haacke gives the final decision for who to hire, give them a call and say something along these lines: “Hi [Name of employee]! This is [your name] from the Presentation Practice Center! I’m calling to let you know that we’d love to offer you the job as a [job position] this semester. Is that something you’re still interested in? [wait for answer. If so:] Great! I’m about to send you an email with some instructions for what to do next, so watch out for that! Do you have any questions?”
- Send them the hiring email:

Hi [name of new hire]!

Congratulations on being hired for the [next semester] at the Presentation Practice Center!

We're so excited to start working with you next semester! *Here are a couple things to do in preparation for the semester:*

1. *Send me 3 photos (at least one professional one) of you that we can use in our employee slideshow*
2. *Go into your school Zoom account and change your zoom link to your phone number. Here's the instructions for how to do that:*
    a. *Login to* *byui.zoom.us*
    b. *When you sign in, be sure to "sign in with SSO" and use your school email and login*

c. Then go to "profile"
d. Where it says, "personal meeting ID", click "edit" and change it to your phone number

3. Download Microsoft Teams on your phone and turn notifications on! I'll get you added to our employee chats.
4. Send me your I-Number, phone number, birthday, and t-shirt size
5. Fill out this link with your availability for next semester: [link to a Qualtrics survey]

We'll let you know more about orientation and training in a Microsoft Teams message, so stay tuned.

Let me know if you have any questions!

[Your name]
Head Secretary
Presentation Practice Center

- Right before the semester starts, make a group chat on Microsoft Teams with the new tutors and give them the instructions for filling out their I-9 paperwork in the Kimball.
- Send them a message like this:
  - Hello new tutors! We're so excited to begin working with you! There's one more step before we can start training. If this is your FIRST time working a campus job, we need you to fill out I-9 paperwork. Please visit the BYU-I Human Resources office in the Kimball building, room 138. This process takes about 30 minutes

to complete. Please make sure to bring your I-9 acceptable documents with you to the office, you will not be able to complete your on-boarding without them. These documents must be in their original form. (no copies, or pictures of documents are accepted). You are not eligible to begin working until all steps to this on-boarding process have been completed!! Please complete this by [date]! Then we can begin training. Send a message in the chat once you've completed your paperwork!

- Once they've completed their paperwork, send them the orientation videos which you can find in a Qualtrics survey. Ask them to watch those before their first training meeting with Isaak.
- Pass them off to the Student Director to begin their training

Adjust any of these steps as needed to fit the other job positions. You will train the secretaries, so you don't need to pass them off to the Student Director.

Orientation and Training

The Student Director will take care of training the tutors. For secretaries or other job positions, feel free to invite them to the PPC after they complete their I-9 paperwork and give them a tour. Show them around the PPC including the extra rooms we use in the library. Talk about dress code, show them their name tag, the room cards, and give them a T-shirt.
For secretaries, you can begin training them using the Secretary Handbook and have them practice the new concepts with you.

Once you’ve trained them, give them a checklist of skills you trained them on and have them “pass off” the various skills to you when they feel ready.
For social media/video employees, pass them off to the Social Media committee leader for training.

EMPLOYEE DISCIPLINE

As mentioned earlier, before an employee is hired, they must sign an Employee Agreement Form. As Head Secretary, one of your responsibilities is to approach employees who have violated their agreement. Some examples of violations are:

- Arriving late/missing appointments or shifts
- Missing staff or committee meetings without communication
- Time fraud on Workday
- Negative feedback from students tutored
- Dress code violations
- Working from home without approval

Due to the flexible nature of working at the PPC, we heavily rely on employees to uphold strong values in self-reliance, time management, and honest effort. We expect open communication and a constant drive to be the best employee they can be. If ever an employee is not performing to the best of their ability, we have an accountability process to remind them of their responsibilities. The severity of the warning increases each time you warn them of something, or depending on the problem, your warning could begin at any level.

1. Reminder: Something may just have slipped their mind or there was a miscommunication that needed clarification.

2. Warning: Talk to the employee about their behavior and work with them to seek out a solution so that it doesn’t happen again.
3. Written warning: Their behavior has not changed, and they are not successfully prioritizing or solving the issue. This is their last formal warning.
4. Director conversation: The employee must formally meet with Brother Haacke to talk about where they go from there. This could lead to a probationary period or termination.

Be quick to approach employees who need a reminder or warning. Don’t wait until it’s been going on for a while. It’s always best to give employees the benefit of the doubt. If you have questions or concerns, talk with the Student Director and/or Brother Haacke.