

FRONT OFFICE ADMINISTRATIVE ASSISTANT

Training Guide for: DSS Front Office Administrative Support Assistant (ASAI):
Front Office Receptionist & Coordinator

Disability Support
Services:
California State
University Fullerton

ASA II Manual

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Administrative Duties

- **Answer front office calls alongside student assistants**
 - To pick up call incoming on the front office phone: pick up phone and click “call pick up” on top right corner of phone keypad.

- **Handle email inquiries from faculty/staff and parents in the Dsservices email**
 - Emails asking general questions and information on DSS policies and procedures can be answered by ASA II
 - Emails asking specific questions in regards to student’s accommodations or points of concern about student should be forwarded over to appropriate counselor, asst director or director

- **Supervise front office student assistants and exam proctor assistants**
 - Should always step in when working with staff/faculty/parent
 - Should always step in and cover information regarding:
 - Math substitution information and referrals
 - Refer person to email lpalmerton@fullerton.edu
 - Emotional Support Animal information
 - Students requesting ESA for CSUF housing or as an accommodation in the classroom must email lpalmerton@fullerton.edu
 - Students of Concern
 - Step in to work with students who can be difficult, manipulative or more sensitive. Student assistants should not be working with these students. If student assistant is familiar with student as a student of concern, they will refer the student to speak to the ASA II.
 - Faculty/staff issues with students
 - Hear out information and refer to appropriate counselor
 - Student issues with faculty/staff
 - Hear out information and refer to appropriate counselor
 - Student crisis/triage
 - Typically offer student to speak to you in a private location, such as a nearby vacant office or private testing room. Hear out information and refer to appropriate counselor for appointment or walk over to appropriate campus department.
 - Troubleshooting clockwork/Titanable issues. Ex: students not being able to send letters, book exams or access notes. Faculty not being able to see letters or confirm exams or notetakers not being able to upload notes.

- **Scheduling Appointments on Clockwork**
 - Schedule student appointments for DS Specialists/counselors. Refer to appointment scheduling guide at front desk.
 - Do not schedule appointments for any other staff unless directed to do so.

- **Process incoming student documentation from drop off, mail or fax**
 - Student already in clockwork -> scan and upload the docs into clockwork -> send email notification to dsspecialists@fullerton.edu that docs were uploaded and what needs to happen next. Ex: does student need to be reviewed? Does disability expiry date need to be updated?
 - Student not in clockwork -> scan and email docs to dsspecialists@fullerton.edu and inform that student has not applied for services yet

- **Processing Release of Information**
 - If student has access to CSUF email, they can request their documentation by sending an email to DSS from CSUF email. Docs can be released back to them by CSUF email.
 - If student is requesting letter of support for accommodations for a standardized exam or does not have access to their CSUF email, release form goes to a DSS counselor
 - Releases of information forms should only be used for graduated or former students who no longer access their CSUF email address within 5 years of leaving CSUF.

- **Manages student and faculty pick ups in the office**
 - Student pick ups are located by ASA II desk in alphabetical order by last name
 - Faculty exam pick ups are located behind testing desk

- **Main contact to schedule out DSS conference room**
 - Managed on Outlook. Shared conference room and calendar with Financial Aid
 - If only using UH-148A – Categorize as Yellow
 - If only using UH-148B – Categorize as Orange
 - If using both UH-148A&B – Categorize as Red

- **Books conference rooms across campus for department and event needs**
 - Refer to “Campus Information” folder on Dropbox for conference room details and who to contact to book the room

- **Clean out Fridge, Freezer, Microwave and Toaster last Friday of each Month**
 - Email staff the Monday of that week to remind them to have all items cleared from the fridge 30 minutes before you plan to clean it out. Warn them that any left items will be thrown out.
 - Clean out fridge and freezer at specific time with Windex and Clorox wipes. Typically takes no more than 30 minutes.
 - Clean microwave and toaster
 - Wipe down counters

Front Office & Exam Proctor Assistant Recruitment, Hiring, Training, Scheduling and General Management

- **Recruitment:**
 - 1-2 weeks before launching, work with marketing assistant to create content for marketing flyer for open positions
 - 1-2 weeks before launching, create online application
 - Launch online application and flyer. Ideally, is left open for a month and a half
 - If not getting good applicant pool, post position on career center website 2 weeks before app is set to close
 - Week of closed applications, contact desired applications for interviews
 - Interviews are done typically 1-2 weeks after application closes
 - Interviews consist of an email response and panel interview that each applicant must complete
 - Interviewee must also submit intersession and semester availability
 - When reviewing applicants, review availability, check that student is matriculated in university and that they are not on academic probation
 - Recruitment flyer, application and availability sheet are all uploaded on “DSS Staff and Student Assistant” Dropbox File

- **Hiring:**
 - Week following interviews, call to hire. Wait until all have accepted position to email those who are not hired
 - When calling to hire, the following information is needed: name, cwid, email, phone number, SSI, DACA?, International?. Also provide a start date and first shifts
 - Coordinate with DITC to create zz accounts for new student assistants. Once created, forward email with login information to student assistant
 - Create clockwork accounts for new student assistants
 - Done through Clockwork Admin

- **Training:**
 - First day of work for new hires is usually main training days for all student assistants . Training days are typically 2 4-5 hour days.
 - 1-2 months before training date, break up work with continuing student assistants to plan for training day. Dropbox contains agendas and training packets and powerpoints from previous trainings.
 - Training Agenda and Training Materials are all uploaded on “DSS Staff and Student Assistant” Dropbox File
 - Also provide HIP Pre-assessment to all new hires
 - All HIP Assessments are uploaded on “DSS Staff and Student Assistant” Dropbox File
 - Usually also a good idea to order food from Aramark 2-3 weeks before training days for student assistants. Food keeps them motivated and focused.

- Food menu and ordering information on “Campus Information” file on Dropbox
 - After training days is when they begin their shifts. For new SA shifts, buddy them up with a continuing student assistant. On that day, have them go through everything on the first day checklist
 - Schedule Templates and files are all uploaded on “DSS Staff and Student Assistant” Dropbox File
 - Student assistants will need close supervision the first two months to ensure best practices and good work habits are created.
- **Scheduling:**
 - Create semester schedule 2 weeks before semester begins. Ensure that no one has over a 5 hour shift. No one should be over 20 hours a week, including their night proctoring shifts.
 - Create fall or spring break schedules. Student assistants are not required to work during those weeks. However, there should be at least one student assistants scheduled per day during the duration of the day for breaks.
 - During summer and winter intersession, I create schedules month by month because student assistants seem to not know their life. So I ask for their availability 1-2 weeks before the new month and create the schedule and send it out the week before the new month begins
 - Previous and sample schedules are all uploaded on “DSS Staff and Student Assistant” Dropbox File
- **General Management:**
 - Review time sheets for all and submit to ASC by last day of the month
 - Provide evaluations for all after every semester
 - Eval Sheets are located on “DSS Staff and Student Assistant” Dropbox File
 - Coordinate with DITC to extend email accounts for continuing student assistants
 - Coordinate with ASC to extend work contracts after each semester/intersession
 - Monthly meetings. Typically first Friday of every month after office hours. These meetings allow for department updates, team building and concerns from student assistants.
 - Meeting agenda template is on “DSS Staff and Student Assistant” Dropbox File
 - Prepare 1-2 certificates for student assistants of the month. Template on “DSS Staff and Student Assistant” Dropbox File

Clockwork Admin

- Run reports on Clockwork for student data
- Send mass email communication to registered students
- Create new clockwork profiles/delete old profiles
- Set profile privacy settings
- Refresh/reissue letters
- Create email templates
- Archive/unarchive student clockwork files
- Clockwork “Login As Other User” Delegate

Back Up for Operations and Accommodations Team

- Main back up for Exam Proctoring Program Coordinator: **Training with David Guzman**