**Case Study #1.** You hired Dawn, a 19 year old undergraduate student employee, during the middle of Fall semester to perform entry level clerical work. Dawn works 15 hours per week, typically Monday through Friday, 1:30-4:30. However, you’ve agreed that her hours are somewhat flexible as long as you are aware of when she will be working. When she was hired, you told Dawn that she would be expected to work her scheduled hours each week and that time off during breaks and finals would be kept to a minimum since she is responsible for providing coverage for phone and in-person reception during part of her shift.

As the semester went on, Dawn asked for time off to study for midterms and finals as well as during the holiday break. Some of these requests involved minimal notice and you had to scramble to find last-minute coverage of her shift. You approved the time off and have noticed that she continues to ask for time off to study during Spring Semester as well. She has also called in sick a few times during the past few weeks.

How do you handle this situation?

**Case Study #2.** You have a student employee, John, who is responsible for assisting with the creation and maintenance of the web pages for your department, the College of Liberal Arts Advising Office. Student files are housed in this office. These files contain confidential information – course registrations, course grades, and other personal information. These files are located in close proximity to John’s workspace. One day, you see John looking at some student files he had pulled. You’re not aware of a job-related reason for John to be viewing the files.

How do you handle this situation?

**Case Study #3.** Christina has been working in your office as a student employee for two years. She performs a wide variety of functions including typing documents, filing, copying and processing payroll documents. She has been a valuable employee – always arriving to work on time, going above and beyond what is expected of her, taking on additional duties. She always has a positive attitude.

She has her own workspace equipped with a computer and a phone. Christina is able to work independently and complete her projects with minimal supervision. However, you have noticed that she is frequently on personal phone calls chatting with friends, surfing the Internet for non-work related reasons and having her friends stop by to visit her. She does all of her work on time with few mistakes, but her constant personal interruptions have caused tension among the rest of the staff.

How do you handle this situation?

**Case Study #4.** You hired Bill, a 23 year old graduate student, to be a student computer assistant. His job is to help you with data entry into an Access database and put presentations together using Power Point software. You hired Bill through a competitive student search process. He has never had a job before. During his interview, Bill appeared to have the most knowledge of and experience with PowerPoint and Access software. As you continue to give him assignments to complete, you notice that Bill makes many mistakes and the presentations he has put together using Power Point are not those of a skilled user. You believe he may have misrepresented his skills during the interview.

How do you handle this situation?

**Case Study #5.** You have hired Cassandra to staff the front desk reception area for the Office of Student Finance. Cassandra is a senior this year and will be graduating at the end of Spring Semester. In this position, Cassandra comes in contact with students, staff and faculty. Her responsibility is to greet the visitors and instruct them to complete one of two forms and/or direct them to a seat while she pages the appropriate staff member to assist them.

Often times, the visitors ask Cassandra a wide variety of questions not dealing with Financial Aid issues. Cassandra feels very confident in helping the visitors with their questions given that she’s been at the University a long time and “knows her way around.” You have heard her on a number of occasions giving wrong information and instructing people to go to the wrong places for the information they wish to receive.

How do you handle this situation?