



UNIVERSITY of
SOUTH FLORIDA
ST. PETERSBURG CAMPUS

WELCOME TO USF ST. PETERSBURG



STUDENT SUCCESS NEW EMPLOYEE ONBOARDING MANUAL



Student Success St. Petersburg New Employee Onboarding Manual

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Welcome

Dear New Employee

Welcome on board! It is my pleasure and privilege to serve as your St. Petersburg Regional Vice Chancellor for Student Success. We're delighted that you are joining the USFSP Student Success family, and we look forward to getting to know you better in the coming months. To help familiarize yourself with the operations and the culture we have organized this New Employee Onboarding Manual to help inform and guide you through some of the typical orientation and procedural processes.

We have organized your first day to help you settle in properly. Here's an outline of what to expect:

1. You will take some time at the beginning to complete any necessary HR paperwork if it was not completed prior to your first day and within the first week, our USF central HR Training and Development team will be in touch regarding an online orientation. See [New Employee Orientation](#) for more details.
2. You will familiarize yourself with your work area and set up technology accounts and any other hardware.
3. You'll get time with your team leader who will brief you on the position, responsibilities, and expectations.
4. Every semester we host New Employee Orientation event that will be in-person. Please sign up to participate.



We believe that the quality of campus life is crucial to the success of the USFSP student experience. As mentors and advisors, we seek to serve as campus advocates for students and to provide assistance with engaging students in the campus community, understanding of campus policies and procedures, managing a crisis, and assisting students in locating appropriate campus resources. I can't wait to see how you will help Student Success advance these goals and more!

Our dress code is *business casual*. You will find more about how we function and our culture in this onboarding manual. If you have any questions, please feel free to reach out to me, your supervisor or Student Success HR Liaison, Lauren Levy.

We look forward to welcoming you in person!










Go Bulls,

Patricia S. Helton, Ph.D.
Regional Vice Chancellor of Student Success

[Read more about Dr. Helton here!](#)

About Student Success

Student Success on the University of South Florida St. Petersburg includes nine different overarching departments that house multiple offices:

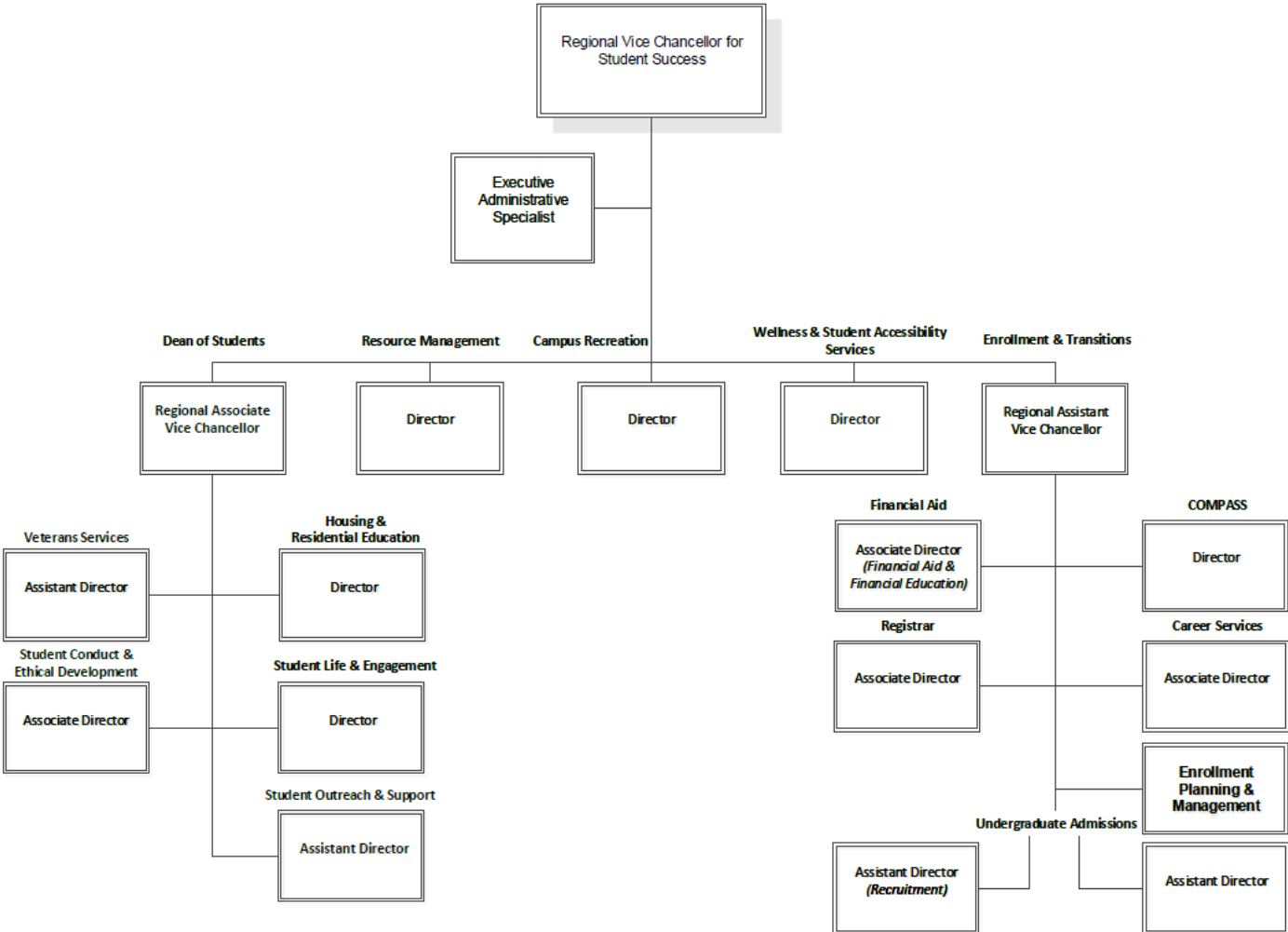
 <p><u>Campus Recreation</u></p> <ul style="list-style-type: none"> • Aquatics • Fitness • Intramural Sports • Sport Clubs • Outdoor Adventures • Waterfront 	 <p><u>Career Services</u></p> <ul style="list-style-type: none"> • Career Readiness • Employer Relations
 <p><u>COMPASS Student Experience</u></p> <ul style="list-style-type: none"> • Campus Visitation • New Student Experience • Orientation • Pinellas Accesses to Higher Education (PATHe) 	 <p><u>Enrollment Planning & Management</u></p> <ul style="list-style-type: none"> • Admissions • Financial Aid & Scholarships • Registrar
 <p><u>Housing & Residential Education</u></p> <ul style="list-style-type: none"> • Residential Community Programs 	 <p><u>Resource Management</u></p> <ul style="list-style-type: none"> • <u>Student Centers</u> • Campus Events • Human Resources • Business Operations
 <p><u>Student Life and Engagement</u></p> <ul style="list-style-type: none"> • The Crow's Nest • Harborside Activities Board • Leadership and Student Organizations • Multicultural Affairs • Student Government 	 <p><u>Student Services</u></p> <ul style="list-style-type: none"> • Dean of Students • Student Outreach (SOCAT) • Student Conduct • Title IX • Military and Veterans Services
 <p><u>Wellness Center/Accessibility Services</u></p> <ul style="list-style-type: none"> • Victim Advocacy • Medical Services • Prevention • Psychological Services • Accessibility Services 	



Student Success Organizational Chart



Student Success
Updated November 2023



New Employee Orientation

New Employee Orientation will take place in two parts:

1. Within your first week, our USF central HR Training and Talent Development team will be in touch regarding an online orientation ([also found here](#)) that will cover items such as:
 - About USF (culture, history, etc.)
 - Benefits
 - Retirement
 - New Employee Compliance Trainings
 - And more!
2. USF Student Success St. Petersburg hosts a semesterly New Employee Clifton Strengths event that will be in-person and will cover items such as:
 - About USF Student Success St. Petersburg
 - Getting to know campus
 - Getting to know other new employees
 - Clifton Strengths Activities



USF has many acronyms that can easily be confusing! Look at the [Data Dictionary](#) created by the Assessment Committee to learn USF specific lingo.

Student Success Committees

The Division of Student Success has three different committees that employees can join based on our Student Success Pillars:



These committees meet monthly at a Division-wide designated time and participation is mandatory. The purpose of these committees is to enhance the connection to our mission in addition to providing opportunities to connect with colleagues, foster community, and stay up to date on happenings internally and external to the campus.

- The Learning Committee’s purpose is to create a culture of continuous learning and growth.
- The Belonging Committee’s purpose is to create an inclusive and supportive environment where everyone is valued and accepted.
- The Well-Being Committee’s purpose is to foster a supportive environment that creates and promotes initiatives to motivate and empower everyone to achieve their potential.

Once you have decided what committee to join, email the Executive Administrative Specialist for the Vice Chancellor for Student Success to be added to the roster.



Consider which of these committees best aligns with your own missions and goals when deciding on which committee to join! Alternatively, consider joining a committee that may be outside your comfort zone to learn new things and meet new people.

Ways to Communicate

There are multiple ways to communicate within Student Success whether this be for upcoming events, public search committees for positions or reminders about large meetings. The most popular ways to share information include Harborside News, a Division email to the Executive Administrative Specialist to the Regional Vice Chancellor of Student Success, and our Microsoft Teams Channel.

HARBORSIDE- NEWS Listserv

Harborside News Listserv is an email- based tool to keep you connected and “in the know” at USF St. Petersburg. This is an ideal way to inform the campus immediately of:

- Business related information
- Search committee meetings and candidate visitations
- Seminars, workshops, and trainings
- Upcoming USF community activities
- Urgent USF St. Petersburg information

It is important to note that Harborside News is to be used as an open forum for discussion or personal opinions that will go to all USF St. Petersburg employees who have subscribed to this mailing list. Since this is a tool with a wider reach, there are a few rules to follow:

- Do not post commercial messages or solicitations of any kind whether on behalf of an individual or entity.
- Contact people directly with information you believe would help them.
- Do not post any defamatory, abusive, profane, threatening, offensive, or illegal materials.
- Do not post anything that you would not want the world to see or that you would not want anyone to know came from you.

Due to the expanse of the listserv, there is also proper etiquette to using Harborside News

- Include a specific and concise topic in the subject line. This allows others to respond appropriately and search the archives by subject.
- Messages such as “thank you” or “please send me information” should be sent to individuals, not the entire list.
- Administrative messages should be sent to the list administrator, [who can be found on this page.](#) This includes messages such as “remove me from the list” or “please change my e-mail address”.

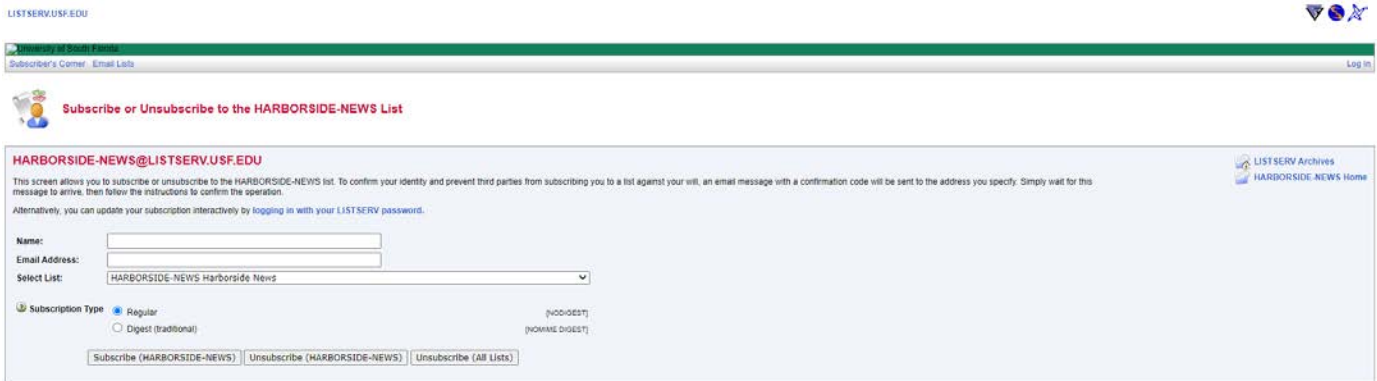
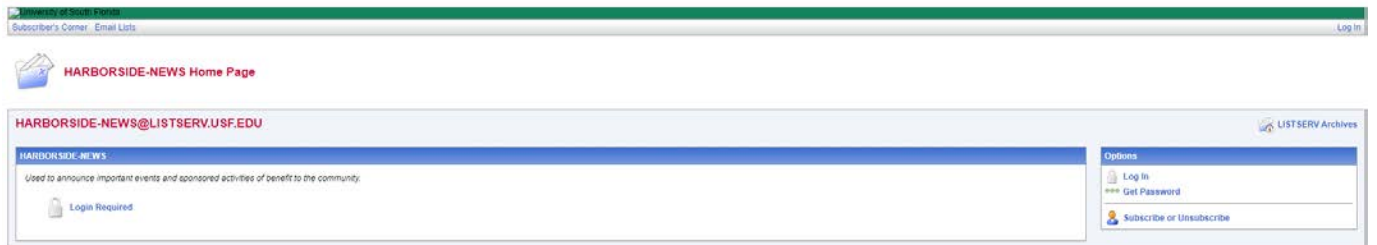


Please note that once you send something through Harborside, it is *not* reviewed by anyone before it gets sent to the St. Petersburg. Please be sure to double check everything looks good, attachments are included (if needed), etc. before hitting send.

We strongly encourage you to subscribe in order to receive important information. To subscribe you must have a USF email address. Once you have a USF email address, follow the instructions to subscribe to HARBORSIDE-NEWS below:

Visit [HARBORSIDE-NEWS web page](#).

- Click “subscribe” in the righthand corner of the page
- Enter your Name
- Enter your USF email address
- Then click “Subscribe HARBORSIDE-NEWS” -- you will receive a confirmation notice that your subscription was accepted.



To send a message to all the people currently subscribed to the list, just send an email to HARBORSIDE-NEWS@LISTSERV.ADMIN.USF.EDU. This is called “sending mail to the list,” you send an email to a single address and the LISTSERV makes copies for all the people who have subscribed.

You may leave the list at any time by going to the [HARBORSIDE-NEWS web page](#) and logging in and selecting “Leave HARBORSIDE-NEWS”.

Email

In addition to the Harborside News Listserv (which reaches anyone who is subscribed to the email list, not just those within Student Success), you can also send an email to the Executive Administrative Specialist to the Regional Vice Chancellor of Student Success. They will be able to send out announcements on your behalf to everyone specifically within Student Success on the USF St. Petersburg.

Teams Group

Finally, you can also put a message in our USFSP Student Success GRP on Microsoft Teams. New employees should be added to this automatically but if you do not see it in your Teams account, please contact the Executive Administrative Specialist to the Regional Vice Chancellor of Student Success. Any message put within this Teams group will only be visible to those also in the Teams group.



Add a photo and tag the group name by typing @ followed by the group name to get people's attention!

Parking

Parking and Transportation Services (PATS) maintains the 7-story parking garage and 13 surface level parking lots.

Each vehicle is required to have a parking permit to park on campus. There are daily, semesterly, or yearly permit options – [click here](#) for more information on types of parking passes. Purchase your permit through MyUSF. The campus also utilizes the [ParkMobile app](#) in certain lots on campus.

There are several one-hour visitor parking spaces around the campus. A visitor may park for free for one hour in designated visitor spaces only up to three times per semester. A visitor is any person who is not a member of the university community on any of the USF campuses. Students, employees, and vendors/contractors do not qualify for visitor parking access and may be issued citations for parking in spaces designated as visitor parking only.

There are six electric vehicle (EV) charging stations on campus. In the parking garage, there is a DC fast charger unit, which can provide up to 100 miles of range in 30 minutes. While in parking lot 2 and 7, there are Level 2 charging stations that can provide up to 30 miles of range in an hour.



Make sure you don't park on the lines! If your tire is touching a painted parking spot line, you could potentially get a ticket.

OneUSF

You may have seen in conversations, advertisements, or other areas OneUSF or #OneUSF. In March 2018, Governor Rick Scott signed the [Florida Excellence in Higher Education Act of 2018](#), requiring the University of South Florida Tampa, USF St. Petersburg, and USF Sarasota-Manatee campus to consolidate accreditations under one umbrella.

USF's highest priority remains the success of our students by providing a world-class education. While a single, unified accreditation will elevate the success of all students and faculty, the law also has accounted for key measures that will uphold the distinctiveness of each campus, its leadership and budget while providing transparent accountability across the entire university and its campuses.

As of July 1, 2020, the University of South Florida—previously three separately accredited universities—is now consolidated into one. For our students, this means they now have access to academic, student support, wellness, and engagement resources offered across the university.

For Student Success, this means we will be working closely together to align and streamline services, programs and events across all three campuses for ease of access. For some offices, this means regular

attendance at OneUSF meetings where representatives from all three campuses come to discuss issues relevant to that area. For others, this may mean working closely with individuals on the Tampa or Sarasota-Manatee campus for joint projects. Each office within Student Success has its own framework on how to proceed with consolidation so it would be best to check in with your supervisor to ensure you are meeting expectations.

Optional Trainings Offered by Student Success

Various areas of Student Success provide training for all students, faculty and staff members. These are optional trainings available for you to take for free whenever they are offered. Your supervisor may assign some of these trainings to you as well.

Wellness Center

- QPR Suicide Prevention: QPR stands for Question, Persuade, Refer and teaches participants the early warning signs of a suicide crisis and skills on how to speak and refer people for help. Learn more and register on the [Wellness Center Website](#).
- Report Support: Report Support is an interactive workshop that aims to expand capacity to respond to student disclosures of violence, crime, or trauma. With a strategic review of trauma informed principles and how they apply to our work, as well as a detailed review of how to support diverse student populations through voluntary and/or mandated reporting processes (i.e. Title IX), this workshop is a space to work through individual challenges and departmental processes for supporting students in need. Learn more and register on the [Wellness Center Website](#).

Office of Multicultural Affairs

- Safe Zone: The Office of Multicultural Affairs (OMA) hosts Safe Zone Ally Training. Safe Zone is USF St. Petersburg's institutionally recognized LGBTQ diversity program that educates future leaders and our community on the issues relevant to lesbian, gay, bisexual, transgender/transsexual, and queer/questioning peers by certifying supportive Allies to promote understanding and advocacy. Learn more on the [OMA Website](#).
- Diversity and Inclusion: The Office of Multicultural Affairs (OMA) offers a variety of multicultural, diversity, inclusion, and social justice workshops individually designed to assist students, faculty, and staff in understanding a variety of topics. Workshops are available upon request to student organizations, departments and academic classes. Programs are tailored to meet the unique needs and/or interests of the requesting organization.

Student Centers and Events

- EMS Training: EMS stands for Event Management System and is used to reserve campus event spaces. This training is highly recommended for anyone who programs more than three times a semester. To schedule your EMS training, email stp-events@usf.edu.

Career Services

- Strengths Assessment: StrengthsQuest by Gallup is a positive Psychology assessment used to help students and staff identify their unique talents using the CliftonStrengths assessment. USF St. Petersburg Student Success frequently uses Strengths to discuss the unique talents of our employees and how they work within their teams. If you have not yet taken a Strengths Assessment, ask your supervisor if you should! If you're interested, contact the Director of Career Services for information on how to get started.

Student Life and Engagement

- DiSC Workplace Personality Assessment: Using DiSC, participants gain insight into their own preferences and tendencies in the workplace, learn more about relating to others, and receive actionable strategies to help improve their interactions and ultimately their performance. [Click here](#) to get started.

Campus Recreation

- CPR and First Aid: Campus Recreation offers CPR and First Aid courses to staff and faculty for a fee. Learn more on the [Campus Recreation website](#). You can view upcoming sessions or schedule a session for your department by contacting them at stp-campusrec@usf.edu.

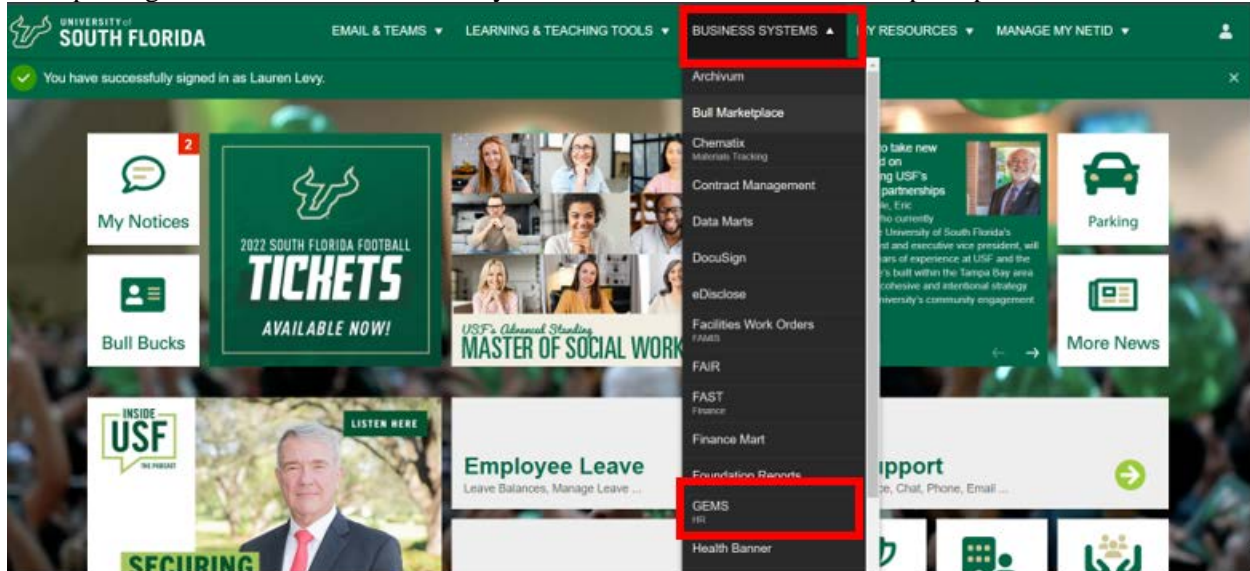
Employment at USF

GEMS

GEMS (Global Employee Management System) is USF’s Human Resources Information System. GEMS Employee Self-Service is where you can request leave, access your paystubs, update your emergency contact information, direct deposit, address, and W2 delivery preferences, and access GEMS trainings.

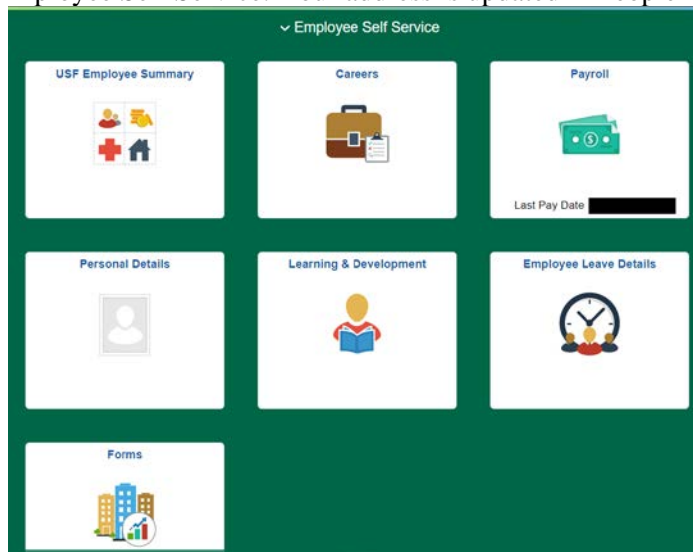
Accessing GEMS

Once your NetID is activated, you will have access to [MyUSF](#). To access GEMS, login to MyUSF and, at the top navigation bar, select “Business Systems”, then “GEMS”. This will open up GEMS.



Updating Emergency Contact, Direct Deposit, Address, Flexible Work Agreements and W2 Delivery Preferences

Within your first week, you should update your emergency contact, direct deposit, address, and W2 delivery preferences. You can update these at any time throughout your employment through GEMS Employee Self Service. Your address is updated in PeopleFirst (our Benefits center) every night.



- To update your emergency contact, address, contact numbers, and select a disability and veteran status, go to the “Personal Details” tile in GEMS Employee Self Service.
- To update your direct deposit, select your W2 Delivery Preference, and see your paystub, go to the “Payroll” tile in GEMS Employee Self Service.
- To access the Flexible Work Request form, go to the “Forms” tile in GEMS Employee Self Service.



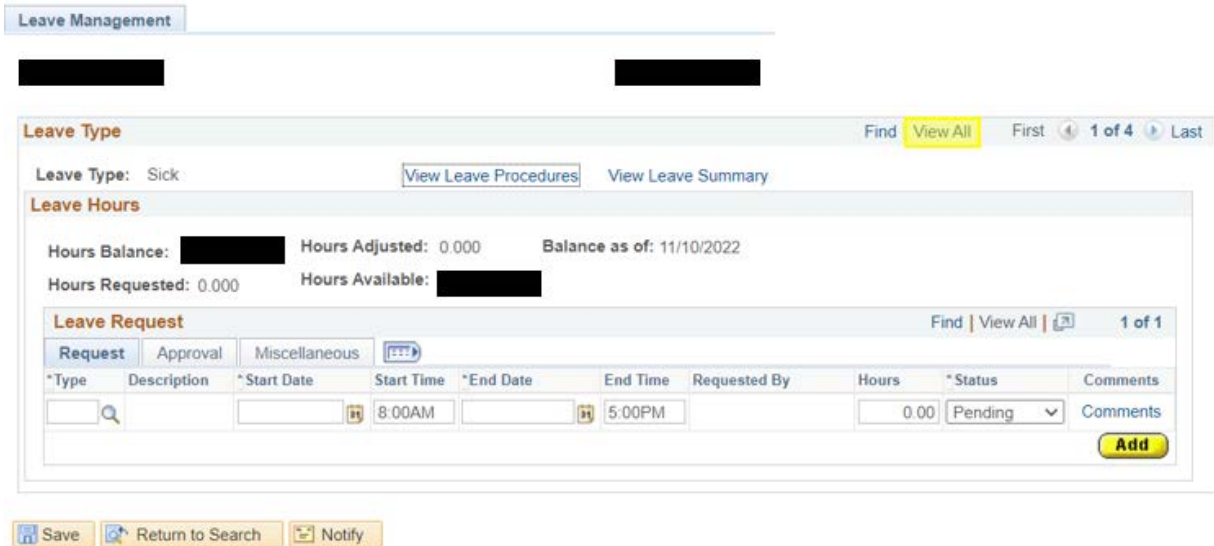
Please double check your direct deposit information! This is extremely important to ensure that your check is deposited correctly.

USF Employee Learning/GEMS Trainings

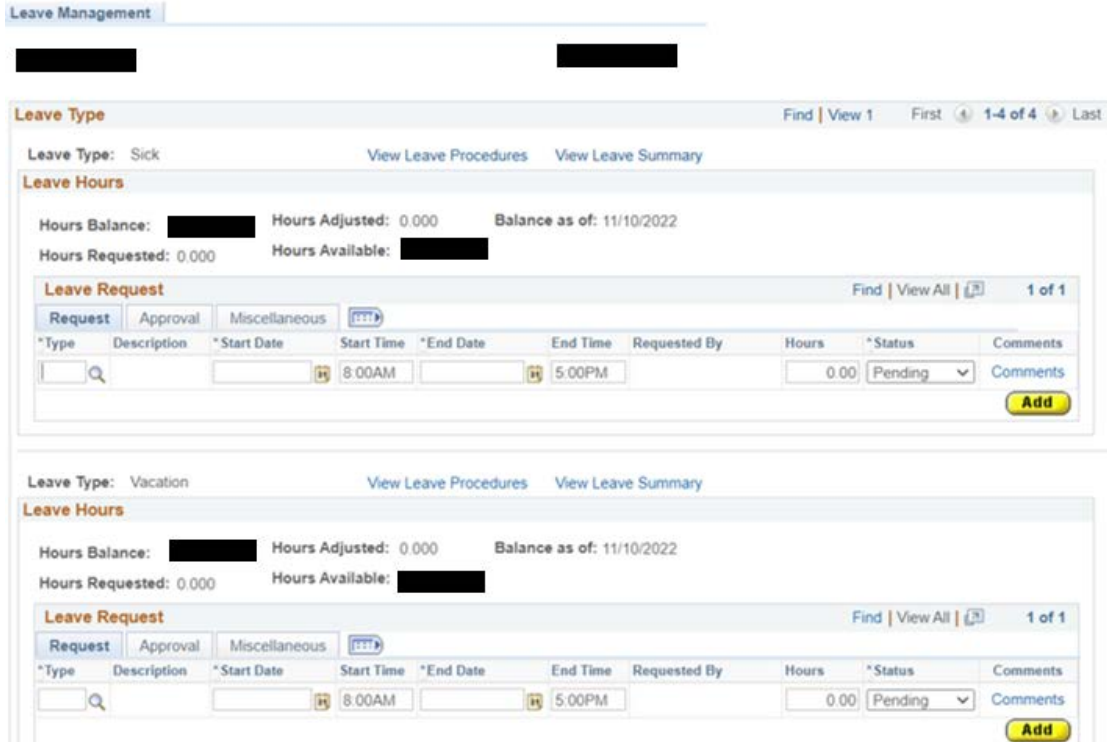
USF has many USF- or GEMS-specific trainings available for employees. These are required for access to certain systems (Banner, GEMS Employee Job Data, GEMS Recruitments, etc.) or for compliance reasons. You will (or have already) take some during the course of your onboarding, but you may need to take additional courses based on the access required by your specific position. Your supervisor should be able to direct you on any courses you may need to take. You can access these [trainings here](#). Once completed, you can access the completed course information in your “Training Summary” which can be found in the “Learning & Development” tile in GEMS Employee Self Service. Please note, it takes 24 hours after the course completion to show up in your Training Summary.

Requesting Leave (PTO)

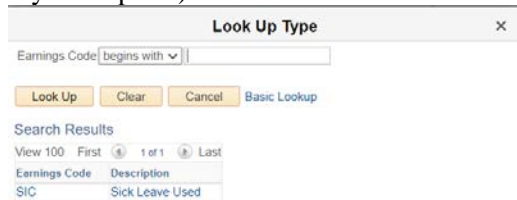
All full-time, positioned employees at USF start accruing paid time off from their first day! USF splits up accrued paid time off into sick leave, vacation (sometimes also called annual) leave, and personal leave (only applicable to staff employees; see [Types of Employment](#) for more information). You can learn more about accrual and other leave types such as for Jury Duty, bereavement, military situations, disability, FMLA and more in the [Employee Leave Guide](#). To request leave, select the “Employee Leave Details” tile in GEMS Employee Self Service.



At first, you will only see your sick leave balance options, but if you select “View All” (highlighted above) in the top right corner, you will be able to see all types of leave available to you. Each section will include your hours balance (meaning available hours for use). If there are no hours listed, there is no leave available to be taken.



To request leave, complete the information under “Leave Request”. If there is not a row automatically available, you can add one by selecting the “Add” button in the bottom right corner. In the first box, “Type”, click on the little magnifying glass next to the text box for your options (there will typically be only one option).



You can click on the option in this window or you can type in the listed “Earnings Code” into the box (you will typically only have one option per leave type). From there, you can enter the start and end date of the leave you’d like to request along with the hours. Once you have all of the information, select “Save” at the bottom of the page. You will then get a pop-up notifying you that your supervisor has been notified of the requested leave. Your supervisor will then have the option to approve or deny the leave. If you do not select “Save”, your leave will not be requested.

You will receive an email confirmation when your supervisor approves (or does not approve) of your requested leave.

Certain types of leave have restrictions. For example, Personal Days (only applicable to staff employees; see [Types of Employment](#) for more information) must be used in their entirety and expire at the end of each year. Administrative leave is at catch-all for various specific types of leave including Jury Duty, Bereavement, Hurricane Leave, etc and typically is only given in those specific circumstances. There are annual rollover maximums for vacation (aka annual) leave that is dependent on your type of employment. You can find more information on this in the [Employee Leave Guide](#).

USF Payroll/Paystubs

USF payroll runs on a biweekly Friday – Thursday schedule with pay days every other Friday. You can view the [full current payroll schedule here under Payroll Bi-weekly Schedules](#). The full payroll schedule includes all payroll-related dates, but for most employees only columns A-D will be applicable. All full-time employees are paid via direct deposit. You can edit your direct deposit information at anytime in GEMS Employee Self Service in the “Payroll” tile. In this tile, you can also access ADP which is where you can see your paystubs and W2 forms. [Please click here for more information on direct deposit and how to read your paystub.](#)

Timesheets

Timesheets only need to be completed by non-salaried employees including non-exempt Staff and hourly temporary employees. Please see [Types of Employment](#) for more information about the different types of employment at USF. Please contact your Unit HR team at stp-ssrm@usf.edu to get your timesheet, timesheet directions, and deadlines.

ADA Accommodations

USF is committed to creating a diverse, equitable, and inclusive environment for all students, employees, and visitors. Part of this commitment is to assure equal opportunity in employment and education for individuals with disabilities. USF is an Equal Opportunity/Equal Access employer and therefore complies fully with the requirements of the Americans with Disabilities Act of 1990 (ADA), the ADA Amendment Act of 2008, and all other federal and state laws and regulations prohibiting discrimination on the basis of disability or handicap. To read the full USF policy, please see policy number [0-108 Disability and Accommodations](#). For more information on qualified individuals and types of reasonable accommodations, forms to request an ADA accommodation, and process information please see [USF HR’s website on ADA Accommodations](#).

Benefits and Professional Development Opportunities

USF has some wonderful benefits available to our employees! The New Employee Orientation will cover basic benefits information and if you ever have any questions, you can always ask our Benefits Team at benefits@usf.edu. You can view the [USF Benefits Summary here](#). In addition to healthcare and retirement, USF offers a myriad of other benefits for our employees:

Employee Assistance Program

USF offers an [Employee Assistance Program](#) (EAP) to all employees. Our EAP servicer is Magellan and they can help with accessing local resources to help you with all of life’s problems. This is a free, confidential resource available to all USF employees! [Login today](#) or call toll-free at 1-800-327-8705 (available 24/7) to check it out. Some of the services they offer are:



Counseling: our EAP offers 3 FREE counseling sessions virtually (video call, phone call, and/or chat) through BetterHelp or in-person through a local qualified counselor as well as discounts for continuing services.



Financial Counseling: our EAP offers FREE counseling sessions with Money Coaches from My Secure Advantage. My Secure Advantage (MSA) is a holistic financial wellness program that blends 1:1 telephonic financial coaching with a financial assessment, budgeting software, on-demand video courses, and other online tools designed to help you take charge of your financial future.



Legal Services: our EAP offers a FREE 60-minute consultation per issue per year on the phone or in-person with an attorney or mediation expert as well as additional discounts for services beyond 60 minutes.



Lifestyle Coaching: our EAP offers FREE lifestyle coaching for short-term goals, personal or professional. Lifestyle Coaches can assist with a variety of topics including: career or work performance, relationship concerns, not getting enough sleep, maintaining a healthy weight, or personal improvement.



Digital Emotional Wellbeing: our EAP offers FREE access to NeuroFlow. NeuroFlow is a website and app that helps strengthen your mind-body connection through relaxation and mindfulness techniques, strength-building activities, behavior tracking, and digital cognitive behavioral therapy.



Identity Theft Resolution Help: our EAP offers FREE help in case of identity theft with a Fraud Resolution Specialist.



Discount Center: our EAP offers access to LifeMart, a members-only discount center.



And MORE! Other services include webinars, providing referrals (and frequently discounts) on family caregiving services, home repairs, moving services, cleaning services, car and hotel reservations, and more!

Employee and Dependent Tuition Program

USF offers an [Employee Tuition Program](#) to eligible full-time employees. Please see website for eligibility criteria, deadlines, forms, and more information.

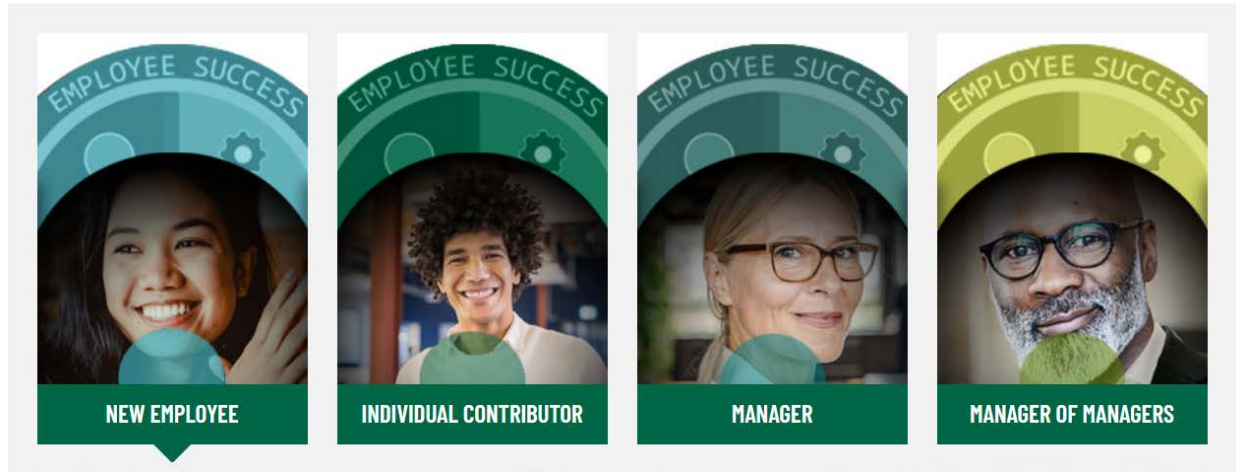
USF also offers a [Dependent Tuition Remission Program](#) to eligible full-time employees for their eligible spouse, domestic partner, or dependent child to take classes! Please see website for eligibility criteria, deadlines, forms, and more information.

Both of these programs can be used for degree-seeking (undergraduate or graduate) or non-degree-seeking students (undergraduate or graduate certifications or just courses).

Employee Professional Development

USF wants you to succeed! We have a variety of free and paid professional development opportunities available to all employees. The [USF Employee Success Center](#) offers trainings specific to where you are at in your career. This website organizes trainings, suggested networking opportunities, certifications and more based on your status as being a New Employee, Individual Contributor, Manager, or Manager of Managers. These include free access to [LinkedIn Learning courses](#) (whether or not they pertain directly to your current position), free and paid options for courses through the [Corporate Training and Professional Education center](#), [HR certificate programs](#), and more!

Empowering Employee Development



USF HR also offers free live webinars on topics such as emotional intelligence at work, managing change, giving and receiving feedback, goal planning, performance management, and more. [Click here for upcoming webinar options.](#)

These programs are in addition to the [Employee Tuition Program](#) and can be used in combination with this program if desired.

Employee Perks

USF has many community partners that offer discounts to USF employees! These include car dealerships, entertainment options, phone plans, travel, financial services, and more. [Click here for a full list.](#)



Bring your USF ID and ask if there are any corporate partnerships everywhere! There may be other organizations that are not included on this list.

Employee Leave

All full-time, positioned employees at USF start accruing paid time off from their first day! USF splits up accrued paid time off into sick leave, vacation (sometimes also called annual) leave, and personal leave (only applicable to staff employees; see [Types of Employment](#) for more information). You can learn more about accrual and other leave types such as for Jury Duty, bereavement, military situations, disability, FMLA and more in the [Employee Leave Guide](#). See [Requesting Leave \(PTO\)](#) for more information on how to request accrued leave.

Employee Access to Campus Recreation Facilities and Programs

USF offers discounted rates for staff to utilize the on-campus Campus Recreation facilities and programs including the fitness center, fitness classes, pool, courts and fields, kayaks, canoes, paddle boards, etc.! [Click here for more information and rate options.](#)

Flexible Work Agreements (Remote Work)

Some (not all) positions within Student Success allow for flexible work schedules (working remotely). Please discuss with your supervisor whether or not your position allows for flexible work. If so, a flexible work agreement has to be completed. Flexible work agreements can be made for a specific period of time

or up to a calendar year at a time if it is an ongoing option. A flexible work agreement will need to be completed on an annual basis if it is an ongoing option for the employee. This is an agreement between employee and supervisor about the expectations of any remote work opportunities. [Please see here for full details about USF flexible work policies and instructions on how to access the Flexible Work Agreement form in GEMS.](#)

State of Florida Sunshine Law

The State of Florida has the [Sunshine Law](#) which provides the public with broad access to government (including state universities) meetings and records. This includes things like emails, Teams messages, certain meeting minutes, etc. so please be mindful of anything you send via email or Teams message, especially to HR (for example, disclosing a medical condition). Anyone can request access to these records through [USF's General Counsel Office](#).

Types of Employment

USF has four primary types of employment. Your employment type will dictate the types of benefits you are eligible for. You can find more information on the different [types of employment at USF here](#).

Administration Appointments

Administration appointments are the most common type of full-time employment with Student Success. Common Student Success administration classifications include: student programs coordinator, assistant director, associate director, and director. If you are unsure of your appointment type or classification, please contact your unit HR staff as part of Resource Management. This type of employee typically does not need to submit a timesheet, is not eligible for overtime, is not covered by any Collective Bargaining Agreement (and, as such, is considered out-of-unit), and does not have a probationary period. They typically earn more vacation (aka annual) leave, but are not eligible for personal days. Please see the [Employee Leave Guide](#) for more information. This type of employee is typically eligible for the [Employee Tuition Program](#) as soon as day one of employment if desired.

Faculty Appointments

Student Success does not have many faculty appointments. Common Student Success faculty classifications include; psychologist. If you are unsure of your appointment type or classification, please contact your unit HR staff as part of Resource Management. Faculty appointments are a part of the United Faculty of Florida Collective Bargaining Agreements (and, as such, are considered in-unit). [For more information on the Collective Bargaining Agreements, click here.](#)

Staff Appointments

Common Student Success staff classifications include: administrative specialist and student services program specialist. All staff with Student Success are full-time. If you are unsure of your appointment type or classification, please contact your unit HR staff as part of Resource Management. This type of employment typically needs to submit a [timesheet](#) each biweekly pay period, is eligible for overtime, has a designated 6 month (minimum) probationary period, and is covered by the AFSCME Collective Bargaining Agreement (and, as such, are considered in-unit). [For more information on the Collective Bargaining Agreements, click here.](#) Staff earn vacation (aka annual) leave in proportion to their years of service with USF and are eligible for personal days after a successful completion of their probationary period. Please see the [Employee Leave Guide](#) for more information. This type of employee is typically eligible for the [Employee Tuition Program](#) as soon as their probationary period has completed if desired.

Temporary Appointments

Temporary employment can include student and non-student employees. Student temporary employees are the most common type of employment in Student Success. Typically, temporary appointments with

Student Success are part-time, hourly, required to submit a timesheet each biweekly pay period, are eligible for overtime (although student employees should never be working more than 29 hours per week), are not eligible for PTO or benefits (although can become benefits eligible if they frequently work more than 29 hours per week), and are required to have an end date for their employment.

Graduate Assistants (GAs) are a specific type of temporary appointment that is specific to graduate students who have a tuition waiver from their academic program. GAs are in-unit with the Graduate Assistants United Collective Bargaining Agreement and, as such, have access to certain benefits that other temporary appointments do not such as limited PTO and healthcare options. [For more information on the Collective Bargaining Agreements, click here.](#)

Non-student temporary appointments are not common in Student Success, but can occur. Non-student temporary employees have to follow the same processes as any other temporary appointments, but are considered out-of-unit. Non-student temporary appointments include:

1. Recent graduates of USF (undergraduate or graduate)
2. Students who have not yet started at USF, but are anticipated to start at a later date (undergraduate or graduate)
3. Students taking an undetermined break from college (undergraduate and graduate)
4. Graduate or undergraduate students enrolled at any institution other than USF doing a paid internship with USF
5. Any other temporary new hire that does not meet the requirement for student employment.

Please contact your unit HR representative as part of Resource Management (stp-ssrm@usf.edu) for more information about non-student temporary appointments. These appointments typically have several more requirements than temporary student appointments and may require additional time to hire.

Essential Personnel

During emergencies, disasters, or other events as deemed appropriate by the USF President or designee (collectively “emergency event”), critical operations and certain functions at USF campuses and locations must be supported, maintained, or recovered to allow for continuity of operations. In order to provide for the safety and well-being of the campus community and to continue critical operations, certain designated employees will need to report to work on campus or at other USF facilities during an emergency event. If your position is designated as essential personnel, it would have stated so in your offer letter. In certain departments with Student Success such as the Wellness Center, all full-time employees are designated essential personnel. Additionally, Student Success employees may be designated essential personnel to help with facilities during emergencies (Campus Recreation and USC), may be assigned an on-call rotation for handling student emergencies, or other responsibilities as necessary. If you are unsure, please talk with your supervisor. All essential personnel and their supervisors are required to complete essential personnel training to more fully understand the associated duties and responsibilities. [You can find more information here.](#)

Performance Evaluations

For Staff and Administrative employees, formal performance evaluations are done on an annual basis and as-needed for special circumstances (at the end of a Staff probationary period for example). Outside of special circumstances, Student Success will typically do performance evaluations around the end of June each year with the evaluation year encompassing July 1 – June 30 of the previous year. The procedures, rating guides, and forms [can be found here](#). The forms vary slightly between Staff and Administrative employees, but the concept is the same. Employees will also have an opportunity to do a self-evaluation at this time.



Be sure to read through your classification's rating guide! It provides a lot more context to the rating that you are giving or getting and can help greatly while filling out or reading performance evaluations.

Supervisors may also have less formal performance check-ins throughout the year. Connect with your supervisor to discuss how they prefer to give and receive feedback. If you supervise employees, it may be good to connect with them as well to see how they prefer to give and receive feedback. The performance evaluation website also includes an optional quarterly performance evaluation form which may be helpful for continuing conversations around performance.



Keep an ongoing list of your accomplishments throughout the year! This will help you around performance evaluation time to ensure you are representing the full scope of your amazing performance in your self-evaluation.

Student Employment Information

If you will be supervising or hiring student employees, please take the "Student Employment Resources" Canvas Course ([the link to self-enroll can be found here](#)). Canvas is the software that many of our courses are run through. This course will include information on how to find student employees, the student employment handbook, and more. Please contact your unit HR representative as part of Resource Management (stp-ssrm@usf.edu) or see the [SSRM forms website](#) for the most up-to-date version of the *Student Success Student Employment Standards of Procedure* for more information about how to hire students, student timesheets and payroll, and how to continue student's employment.

Money at USF

The University's fiscal year runs from July 1 through June 30. This equals 12 activity months and 26.1 biweekly pay cycles.

Chartfields

A chartfield is a combination of either numbers or letters that will help sort an accounting transaction in more than one way. The sort is required to be done in specific ways for audit purposes and state reporting. The other parts of a chartfield are designed for management purposes. A product code in an auxiliary fund, for example, will help a department decide which of several activities are accruing revenue, and which are not. Chartfield values help indicate the funding type and department, as well as directing processing workflows in specific business systems.

Combo Codes

A combo code is also known as pay distribution. This code is associated with both a specific chartfield combination and employment type or level and is tied directly to payroll. An Administrative-level appointment will use a different pay distribution code than a Staff-level employee appointment and both will be different than a student employee appointment within the same department.

Budgets

There are numerous budget sources within the university, but the most commonly utilized by Student Success are:

Education & General (E&G)

- State appropriations which are supported by taxes, fees, and other state revenue, used primarily for operating expenses; do not generate revenues and cannot be used for revenue collections; food and entertainment are prohibited; may be carried to a subsequent year (as “carry-forward”)

Activity & Service (A&S) Fees

- Revenues generated from lab and credit hour fees, used for some operating as well as programming costs, including food and entertainment expenses

Auxiliary

- Revenues Generated by sales from authorized business activities; costs should be directly related to revenue and the fund purpose; actual cash balances that roll forward year to year

Foundation

- Private gifts from donors to specific accounts maintained by the USF Foundation separate from other university resources

Business Systems

Finance Mart

Finance Mart is the official reporting system for USF. This system collects and formats general ledger activities for all university budgets.

Access to Finance Mart is open to all USF employees (you must have a USF employee ID); use your NetID to log in.

FAST

The official financial system for the USF System is FAST (**Financial Accounting SysTem**). FAST uses the PeopleSoft Financials software application that is made up of twelve modules to manage all aspects of USF finances. FAST access is limited based on specific roles and responsibilities.

Bull Marketplace

[Bull Marketplace](#) is the university's procurement portal where users can shop from supplier punch-out catalogs, request Purchase Orders for purchases from other suppliers, and submit contracts for approval. BMP is also used for Public Solicitations, Supplier Management and Invoice Receiving processes. Student Success is partially decentralized, so only some procurement activities are conducted by departments, and most system processes are directed to the central Resource Management team.

PCards

Being assigned a [PCard](#) allows an individual cardholder to make small-dollar purchases of goods, services, and travel expenses. All PCard purchases are subject to USF and Florida Board of Governors regulations, policies, and procedures as well as applicable State and Federal laws and regulations. Please see [Getting Started with PCards](#) below for more information about requesting a PCard.

Travel at USF

As a State of Florida institution, USF and its employees are bound by the rules of the State of Florida statutes. It is important to review the resources on the Travel Departments website prior to planning any travel to ensure you meet the compliance requirements. If you have any questions, please do not hesitate to contact Resource Management at stp-ssrm@usf.edu.

- [Travel Overview](#)
- [Travel Checklist](#)
- [Travel Manual](#)

Getting Started with PCards

If your position requires you to be assigned a PCard, there are two steps to getting started (if you are unsure if your position requires a PCard, please consult your supervisor):

1. The first step is to take the [PCard Holder Training](#) to learn all of the relevant restrictions, requirements and responsibilities associated with being a PCard holder. You can go back to this course any time by going to your MyUSF homepage, My Resources, USF Employee Learning, and going to your student dashboard if you ever have any questions about what can or cannot be paid for by a PCard. You can also contact stp-ssrm@usf.edu if you ever have any questions about the appropriate usage of a PCard.
2. Once this training is completed, please contact the Student Success Resource Management team at stp-ssrm@usf.edu to get started with your PCard request application. The team will walk you through the process and help you to fill out the necessary forms to request a PCard.

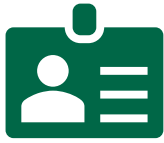
Links to Other Resources

- [Purchasing Overview](#)
- [Student Success Resource Management](#)

Information Technology

Employee ID, U Number, Net ID, and Bayboro Account

At USF, you have a few ways to identify yourself:



Employee ID

This is the number associated with your employment at USF.



U Number

All employees and students are assigned a university number.



NetID

This is the user ID portion of your email address. It is typically a combination of your names and/or initials that you would have pre-selected during the activation process. This is what you will use to log into MyUSF.



Bayboro Account

This is the login required to access St. Petersburg computers. It is separate from your NetID.

Employee ID

Your employee ID is created as soon as your employment paperwork is complete and you are entered into our HR Information System, GEMS. You can find this at any time by going to USF GEMS Employee Self Service and selecting the “USF Employee Summary” tile (see [GEMS section](#) for more information on how to access GEMS Employee Self Service). You may need this number for certain employment forms or when contacting HR.

U Number

Your U number is created approximately 24-48 hours after your employee ID is created. Your U number is required when requesting a University ID Card (also known as your USFCard). You may need this number when contacting IT or signing up for classes.

NetID

Your NetID is your user ID at the university. During your first week, you will be able to set up a NetID after you have your official USF employee ID number. Your USF email will be created automatically after you have set up and activated your NetID. To activate your NetID, please visit netid.usf.edu and select “Activate Your USF NetID”. This will give you access to WiFi, email, MyUSF and a variety of online services offered by USF.



Select your NetID wisely! This will be your email address @usf.edu. Don't go by your legal name? No worries! Contact our IT by [filling out this form](#) and someone will help you in creating a new email alias to avoid confusion with your new co-workers.

During this time, you will also be asked to set up [Multifactor Authentication](#). This is a security tool USF requires to ensure that it is actually you logging in to your MyUSF account. You can use either text or an app to complete the process.

Bayboro Account

Once your NetID is activated, you are eligible to get a Bayboro account. You can [request a Bayboro account through this form here](#). Your supervisor can help you complete the form. In addition to receiving a Bayboro account, new employees will be added to our USF St. Petersburg ListSev lists based on affiliation entered into the request form. USF ListSrvs are used to send campus communications to USF St. Petersburg employees.

USF Email Setup

As soon as your NetID is set up, you will have your USF email! Your USF email address will be your NetID @usf.edu. You can access it by logging into your MyUSF, going to Email & Teams and then USF Office 365 or by logging in to your USF account in the desktop and/or mobile Microsoft Outlook app. [Here](#) you can find basic information about Microsoft Outlook setup. Check out USF's [Communications and Marketing webpage](#) for the most up-to-date USF email signature requirements when setting up your email signature.

If you need access to a shared inbox as well as your own, [contact IT](#) to get it set up. [Here](#) is some more information from Outlook on how to use shared mailboxes.



[The Communications and Marketing website](#) will also give you access to other USF branded templates such as PowerPoints, images, etc. Learn more about USF branding in the [USF Marketing and Branding](#) section.

USF ID Card (aka USFCard)

As soon as your U number is available, you can [request a USFCard using this form](#). The USFCard is the official identification card of the University of South Florida. The USFCard is a multi-functional card with digitized photo and electronic identification and validation for departments needing to verify student and/or employee status. The USFCard was designed as a platform for a multitude of services and functions. For example, many buildings have card-access entry. The USFCard provides access to the USF Library resources. Funds can be placed on the USFCard for use in on-campus vending machines.

How to request USFCard swipe access:

Before using your ID Card to enter buildings and rooms, a request for access must be submitted to Campus Computing. This request must be submitted by a supervisor, accountable officer, or faculty member (for certain labs and classrooms). [Access can be requested by an authorized employee here](#).

On-Campus WiFi

As soon as you have your NetID, you may register for WiFi access on-campus. In order to connect to the USF wireless network, registration is first required. Once registered, you can use your device on any USF Campus.

To register

1. Choose either the “Eduroam” or “USF” wireless network.
2. The first time you log into the USF wireless network, your web browser will open to the Network Registration Server page. Just follow the instructions and you should be online in 2 minutes or less. The USF wireless network requires a once per semester registration.

Once you've registered once, your devices should automatically connect each time after.



VPN

The USF St. Petersburg VPN allows you to access on-campus resources while working remotely or while on the USF wireless network. The USF St. Petersburg VPN is commonly used to access university network drives and USF St. Petersburg hosted applications. You can request access to the VPN by filling out the [request form found here](#). Additional information about [VPN can be accessed here](#).

Once you have been given access, you will be able to download and log into the VPN using your USF email address and password. You may also need your Bayboro account username and password close by.

Campus Phones

To change a name on your office phone you can use the request form found at [this link](#).

How to Request a New Phone Number

If needed, your supervisor will obtain a new phone for you. A new phone number would require the purchase of a new phone. New communication devices will be assigned a unique phone number (unless replacing an existing device). To purchase a new phone or faxing adapter (ATA) an accountable officer will need to complete and submit the [Communication Services Request Form](#).

How to Contact St. Petersburg IT

Phone

Call us at **727-873-4357**. Press **3** to speak to the St. Petersburg Help Desk.

Hours: Monday - Friday 8AM - 5:30PM with extended hours till 6:30PM on Mondays and Wednesdays.

Email

Open a ticket by emailing us at stp-help@usf.edu.

Location

Visit us in person in Bayboro Hall (BAY) 226

Hours: 8AM – 5PM

Online Resources

Search our knowledgebase for helpful articles to common questions and issues. Or open a ticket using our online forms.

- [Knowledgebase](#)
- [Report a problem \(online form\)](#)
- [Request a service \(online form\)](#)

How to use Share My PC

If you are contacting IT about a computer problem, the first step will likely be to use Share My PC. Share My PC allows you to temporarily share control of your computer with the Campus Computing technical support staff.

In order to initiate a remote support session, please contact the USF St. Petersburg Help Desk first by calling 727-873-4357. A representative will assist you in establishing a remote support session.

In order to initiate a support session, you will need to download and run a small program that will allow us to take control of your computer. After the support session ends, this program will be automatically

removed from your computer. All Internet traffic passing between your computer and the technician's is encrypted and compressed for data security and fast processing.

Where to Refer Students

Student Success and USF St. Petersburg as a whole contain many resources for students within each department. Sometimes it can be difficult to determine where to refer a student to when confronted with a student who may be struggling academically, personally, financially, with their wellbeing, or some combination thereof. This section will outline the areas that accept referrals and what situations will most likely fall within each area. If you are an employee who works closely with our student population, please never hesitate to refer a student to one of our services. We want to ensure we get to students as soon as (or before) there is a problem to ensure we can provide them with the support they need in a timely manner.

Support, Outreach, & Care Action Team (SOCAT)

SLC 2400 | STP-socat@usf.edu | 727-873-4278

OFFICE OF STUDENT OUTREACH AND SUPPORT

WE'RE IN THIS TOGETHER

SOS (Student Outreach & Support) coordinates referrals submitted to the behavioral intervention team known as [SOCAT \(Support, Outreach & Care Action Team\)](#). The Student Outreach and Care Action Team (SOCAT) works with students who may be distressed or whose behavior is of concern to others. SOCAT was established as a way to provide support and assistance to a student before more significant problems arise. SOCAT's focus is to help offer supportive intervention and guidance to any USF St. Petersburg student who is struggling. The goal is to help the student focus on academic success, avert more serious difficulties, and ensure the safety of both the student and the USF St. Petersburg community. Convened by the Dean of Students, SOCAT at USF St. Petersburg includes members from the Campus Police, Wellness Center, Academic Advising, Student Disabilities, Housing and Residence Life, and others as needed

You should refer a student to SOS/SOCAT if you see:

- Any notice of sudden changes in behavior, performance, or appearance.
- Any mention of mental health concern, substance abuse, or eating disorder.
- Observable difficulty in regulating emotions.
- Direct/Indirect suicidal or homicidal statement(s)
- Expression of hopelessness, helplessness, or worthlessness.
- Strange or bizarre behavior.

If you feel a student needs support being connected to other resources or has demonstrated any of the above, [fill out the referral form here](#). Please do not just direct the student to contact SOCAT or SOS themselves without also filling out the form.

COMPASS New Student Experience

HWH 101 | stp-newstudent@usf.edu | 727-873-4003

COMPASS STUDENT EXPERIENCE

As part of the COMPASS department, the [New Student Experience](#) is a team of full-time professional staff and part-time student leaders who provide personalized support and guidance to assist First-Year, Second-Year, and Transfer students holistically acclimate to the university. Through a combination of intentional programming and the Peer Coach program, this team serves as the bridge for new students to learn about campus resources, get connected to other students, and explore the St Petersburg community. Visit the linked website to learn more about the First-Year, Second-Year, and Transfer experiences and signature programs. Unique to the St Petersburg campus, the [Peer Coaches](#) are experienced University of South Florida St. Petersburg upperclassmen who want to help students navigate their transition into the university. Having first-hand experience of what this transition looks like and being trained on campus resources, these students provide a peer-to-peer point of assistance and connection to help new students navigate challenges and find their campus community.

Tips on referring a student:

- If you encounter a First-year or Transfer student who is struggling with their transition, whether it be not knowing the proper resource to address their concern or difficulty building connections with other students, refer them to the NSE Team and the Peer Coaches. The [Peer Coach website](#) has more information about how to contact the Peer Coaches, their walk-in hours, and an automated meeting scheduling link. The professional staff is also available to assist any student who needs assistance, so always feel free to send them to HWH 101 or walk them over.
- NSE posts important upcoming programs and reminders about academic deadlines on their [Instagram account \(@nse_usfsp\)](#). This is a great suggestion to provide new students with if they do not already follow.
- For any general inquiries, you can reach out to the NSE team at stp-newstudent@usf.edu

Academic Advising Opportunity Center (AAOC)

Davis Hall 134 | stp-advising@usf.edu | 727-873-4511



UNIVERSITY OF SOUTH FLORIDA ST. PETERSBURG CAMPUS

ACADEMIC ADVISING OPPORTUNITY CENTER (AAOC)

The AAOC is a cohesive advising resource center aimed at helping students discover the many opportunities and resources available at the university. This Center also serves as the hub for advising activities and coordination of advising services for the St. Petersburg community at large.

- Refer students to [this website to help them find their academic advisor](#). Academic advisors assist undergraduate students in understanding major academic requirements, policies, and develop an educational plan consistent with major and life goals.

- If you are encountering a student who is having academic difficulty, they may need a referral to a Success Advocate. The Success Advocacy Team can serve as a sounding board if you need advice on how to handle a student issue or want to get help for a student who is having difficulties in one or more courses. You can use their [Academic Referral Form](#) to refer a student to their services or contact them at stp-studentsuccessadvocacy@usf.edu.

Wellness Center

SLC 2200 | contact staff member email directly | 727-873-4422

holistic —health— HAPPENS HERE

The [Wellness Center](#) empowers the University of South Florida St. Petersburg community by promoting a proactive and compassionate approach to holistic wellness and student development in an inclusive, collaborative and multidisciplinary environment. The Wellness Center offers free access to psychological services, medical services, victim advocacy, and prevention services. The Wellness Center is available to provide psychological consultations to students, faculty, staff, parents, and administrators. These services also contribute to an effective learning environment by facilitating early intervention. If you are looking to consult with a counselor, please call 727-873-4422 (option 2) to make an appointment for a brief consultation. You can also request to speak with the health educator, victim advocate, or any available counselor if this is an urgent matter.

As members of the USF St. Petersburg community, you have numerous opportunities to interact with students. At times, these interactions may cause you concern, discomfort, or may interfere with your work or the education of other students.

You should refer a student to the Wellness Center if:

- A student is manifesting emotional and/or behavioral problems
- The student says they are noticing mental health problems are getting in the way of day-to-day life or wellness
- The student has noticed that their usual ways of coping with their concerns are not working as well
- The student is feeling more uncertain about what they want to change in their life
- The student prefers to have a more intensive series of interactions with a provider
- You need information, support, or referral assistance to EAP as needed
- You need assistance for helping or referring a student in distress to services
- You need assistance and campus support following a traumatic event on campus
- You need assistance in filing a Title IX report (call to consult with Victim Advocate)

EthicsPoint



[USF has engaged EthicsPoint](#)—a third party hosted hotline—to enable the safe, secure, and anonymous reporting of activities which may involve misconduct, fraud, abuse, and other violations of USF policies. You may file a report by clicking on the To Make a Report link on the chart or by calling toll-free 1-866-974-8411. If you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it. The EthicsPoint system and staff are trained and committed to ensure that no report is ever shared with implicated parties, their peers, or subordinates. USF’s Office of University Audit and Compliance has the responsibility for administering this system and will monitor the reporting activity and follow-up.

Title IX



[Title IX](#) is a federal law that prohibits discrimination based on sex of employees and students of educational institutions that receive federal financial assistance. Sex discrimination is a broad category that includes sexual harassment, sexual violence, dating and domestic violence, stalking, discrimination based on pregnancy, and discrimination based on sexual orientation/identity. Any student, faculty, or staff member with questions or concerns about the applicable University policies or who believes that they have been the victim of sex discrimination, sexual harassment, or sexual violence is encouraged to contact the Title IX Coordinator. To file a Title IX Incident Report, [click here](#). You should refer a student to the Title IX office if you believe they might have situations that fall under their prevue. As a responsible employee (also called a mandated reporter), you are required to complete a Title IX form if a student informs you of a situation like what is outlined above. The Title IX office also has resources for students who decide not to file a specific complaint or whose situation does not meet the criteria for a Title IX investigation.

Ombuds



Student Ombuds Office

Confidential • Impartial • Independent • Informal

By appointment only.

The [Ombuds Office](#) directly supports and serves students across all campus locations. They are dedicated to advancing the University's mission and promoting the continued and unbounded success of all USF employees and students. USF's Student Ombuds Office functions under these standards of practice to serve students: confidentiality, impartiality, independence, and informality. An ombudsman (or ombuds) is a neutral third party who helps students and/or employees address problems, concerns, and complaints through informal means such as conversation, mediation, and other problem solving strategies. When you want to visit the USF Ombuds Office, they will arrange a confidential and convenient meeting. Public university emails are generally public records, so please call 813-974-7777 for an initial discussion or to make an appointment for a face-to-face meeting.

Please remember if you do not want your information including e-mail address released in response to a public records request, do not send electronic messages to them. Call Ombuds if:

- You are not sure where to go for help
- You have a problem, concern, complaint, or dispute you want to discuss informally
- You would like to talk with someone confidentially
- You are unsure of USF policies or procedures that relate to your problem
- You would like to know what resources or options are available to you
- You feel a policy or procedure is not being followed fairly
- You have identified issues or trends you would like USF to address

Student Conduct and Ethical Development (SCED)

KNOW
THE
CODE



[SCED](#)'s goal is to encourage and develop standards of behavior and critical thinking that will create a community of leaders and citizens while enhancing the USF environment for community members living,

studying, and working within the UF. All referrals should be made to Student Conduct and Ethical Development within a reasonable time following the discovery of the alleged violation and no later than six months after the discovery, except in extraordinary cases. SCED receives referrals regarding alleged violations of the Student Code of Conduct. [Fill out a referral form here.](#)

Human Resources



[Student Success Resource Management](#) at the USF St. Petersburg provides business, fiscal, human resources, and travel support to departments within the Division of Student Success. Your Unit HR Team should be able to help you with the following:

- Payroll questions
- Employee relations questions
- Supervisor questions
- Student employee questions
- And more!

Please email stp-ssrm@usf.edu for service requests and questions.

Our [regional St. Petersburg HR](#) can also be helpful with any questions about benefits and other information.

Other Important Information

Campus Safety

USF maintains a comprehensive Emergency Notification System (ENS), called AlertUSF, for the purpose of issuing immediate notification to keep the USF community informed and safe during an emergency. Learn more and [enroll here](#).

USF Marketing and Branding

USF has a wonderful Communications and Marketing team to help all of USF be consistent in messaging and branding. You can view their [Brand Guidelines here](#) which includes items such as business cards, templates for backgrounds, PowerPoint, letterhead, and more, email signature templates, name badges, and the Editorial Guide to Style and Usage. [USF St. Petersburg specific brand information can be found here](#). USF St. Petersburg Marketing and Communications will also take project requests through the [Project Requests form on their website](#). Examples of the types of projects they cover include web, print, branding, social media, email header (for event sent via University email), promotional campaign, photography, video, presentation, and more!

Family Educational Rights and Privacy Act (FERPA)

When a student turns 18, they become the sole recipient of what are called [FERPA rights](#). The purpose of these FERPA rights is to protect student's educational records and keep them private, including things such as admissions information, grades & academic progress, and disciplinary records. The university is permitted to release directory information without permission of the student. Visit [Student Privacy Rights](#) for a listing of what is included in directory information.

Ombuds for Faculty and Staff

The Ombuds Office was created to provide independent, impartial, informal, and confidential professional resources to the faculty, staff, and administrators throughout the USF community. In addition to offering services to students, they also offer services to USF employees! Some examples of what the Ombuds Office can do include:

- Conflict analysis
- Actively listen to questions and concerns
- Help in identifying strategies to resolve and prevent disputes
- Identification of options and information
- Conflict coaching
- Informal mediation
- Facilitate communication
- Career coach
- Tailored trainings in conflict resolution
- Referrals to appropriate resources
- Annual reporting
- Make recommendations for institutional improvements
- Develop, examine, and reality-test options
- Resource for regulations, policies, and procedures
- Operate under the Code of Ethics and IOA Standards of Practice

Check out [their website for more information and how to contact them](#). Please note email communications in public universities in Florida, including USF, are generally of public record and because this office maintains strict confidentiality, they do not provide professional Ombuds services via electronic messaging.