

CNS Work-Study and Internship Policy

Reference: CNS - P - Work Study

Revision: B

Supersedes: Revision A

Purpose:

This policy and related policies provide the framework in which students working at CNS are recruited and assessed for selection. It also defines the scope of their employment and the tasks that are assigned to them.

Source: Computing and Networking Services (CNS).

Approved by:

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on: October 9, 2007

Maroun Kisirwani, Dean Student Affairs

on: Pending

Peter Heath, Provost

on: Pending

Applicability:

This policy applies to all AUB students wishing to work at CNS through the university's applicable Work Study Program or Internship Programs.

Background:

In line with its mission to support teaching and learning through Information and Communication Technology (ICT), CNS commits to engage the community of AUB students in its ongoing activities whose scope covers support of existing services as well as development of new innovative solutions that answer the university's business goals and needs.

The CNS work study and internship program is designed to provide the incumbent students with enhanced job skills and work experiences upon graduation thus improve their employment and career opportunities. The program offers a number of tracks, each consisting of three competency levels. Students will advance through the competency levels and tracks based on predefined assessment and requirement criteria.

The program provides incumbent students with a unique opportunity to learn through professional development courses and coached on-the-job training. The goal of CNS is to enhance the students' technical, customer-service, job ethics and self-presentation skills as they advance through the program tracks. The hope is that CNS will develop a trained and certified student workforce capable of assisting the various AUB departments in their IT needs.

Moreover, the incumbent students can efficiently and effectively contribute to the operation of CNS by assuming specific and well defined tasks that do not

require full-time dedicated staff, where deliverables are clearly defined and where proper relevant training and supervision is provided by CNS staff.

This policy is aimed at outlining the process of recruiting, employing training and certifying qualified student candidates through the university Work Study Program that is run and managed by the university Student Affairs Office or the Internship Programs run by the various schools.

Policy:

CNS will follow a systematic and transparent selection process for the recruitment of work-study and internship students. Work-study vacancies shall be communicated to the Student Affairs to be advertised according to the university work-study policy. Internship vacancies shall be communicated to the career guidance officers in the various schools. CNS will also post the vacancies on its bulletin boards and Intranet.

Vacancies shall be announced with clearly defined tracks/competency-levels and other requirements such as: skills, certifications, competencies, on-duty time schedule, and application submission deadlines.

Applications will be filled and submitted by eligible students either by hand or online. CNS will review and assess applicants based on a clearly defined set of criteria and will accordingly select the most suitable candidate to be employed.

The work-study appointment and payment procedures will henceforth follow the established Work-Study policy published by the Student Affairs office in that regard.

Guidelines:

Types of vacancies:

CNS may post Work-Study vacancies in any of the following functional areas of its operation:

- Office administration: duties consist of administrative and clerical tasks including filing and data entry.
- Helpdesk and/or field support specialist: depending on the competency level and track, duties could include joining the CNS helpdesk pool as first or second line agent and/ or providing various level of walk-in or on-site support to CNS clients (students, faculty and staff).
- Specialized track: duties include performing a specific technical task as part of the development, deployment or support of a new service or project under one of the various CNS specialized technical divisions or

teams (Windows system administration, Unix system administration, Application Development, Web Development, Database Administration, Communication).

Posting the vacancies:

CNS shall post all Work-Study and Internship vacancies as follows:

- Career and Placement offices: all internship vacancies at CNS will be published through the relevant university Career and Placement offices.
- WSP form: CNS will fill a Work-Study Program (WSP) form for each of its work-study vacancies and will send it to the Student Affairs office. The Student Affairs office will then advertize the vacancy according to its established procedures.
- CNS Intranet: All work-study and internship vacancies will be published on CNS' Intranet, under the student services section, <http://cns.aub.edu.lb/cns/students/>. Postings will include all relevant details such as competency levels and tracks, required skills and knowledge as well as the required schedule availability.
- CNS' bulletin boards: All vacancies will be posted on the CNS departmental bulletin board and will include all relevant details.

Submitting the application:

Work-Study vacancies:

Students wishing to be considered for any of the advertised CNS Work-Study vacancies can do so by addressing a cover letter, an updated resumé and a copy of a completed "Student Work Study Application"(that can be downloaded from http://staff.aub.edu.lb/~websao/wsp/forms/wsp_app.pdf) referencing the advertized vacancy, to the Student Affairs Office.

Internship vacancies:

Students wishing to be considered for any of the advertised CNS internship vacancies can do so by addressing a cover letter and an updated resumé to the AUB career's office where the Internship has been advertized.

Assessment and selection:

All advertised vacancies will be posted with an application closing date. On or after that date, CNS will proceed to review all received applications and will assess the applicants based on the preset selection criteria relevant to the corresponding CNS functional area.

Time recording and payment:

Employed students will be expected to fill in their activity and time schedule for each pay period. Activity sheets will be reviewed and signed by the CNS staff immediately supervising the student's work. Based on the signed activity sheet, CNS administrative assistant will then prepare monthly payment vouchers which in turn will be approved by CNS director and processed for payment.

Student assessment, progress and certification:

Incumbent students will be periodically assessed based on the preset skills and competencies identified in their assigned track/competency level. Their change of track or competency level will depend on the outcome of such assessment and/or the requirements of the next track/competency level.

Upon the successful completion of a track/competency level or an internal training course, the incumbent student will be provided with a certificate letter issued by CNS attesting to that.

CNS will keep a record of all the employed students and a record of their earned competencies, completed tracks and performed tests if any.

If requested, CNS shall provide incumbent students with letters of recommendation describing their accomplishments, character and performance as noted in the assessment records.

Training and trainer assessment:

Upon the completion of a track/competency level or employment period, the incumbent student will be requested to assess the training program for the specified track/competency level as well as the CNS assigned mentor or trainer who supervised the delivery.

Additional Information:

- Internship and Work-Study flowcharts (Attached **Figure 1** and **Figure 2**)
- Student Affairs Work-Study policy:
<http://staff.aub.edu.lb/~websao/wsp/index.html>

Figure 1: CNS Work-Study Recruitment Process

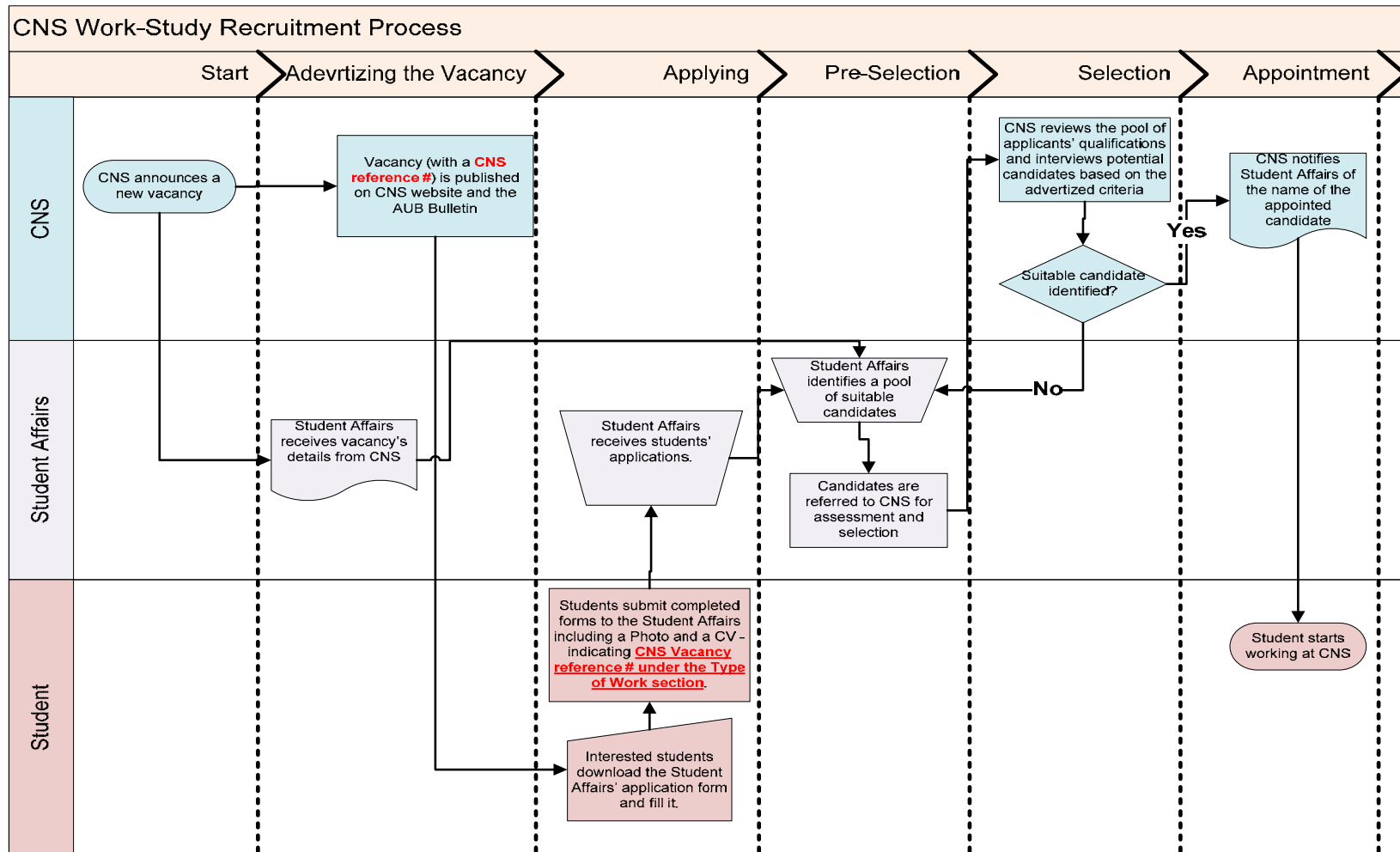


Figure 2: CNS Internship Recruitment Process

