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Welcome to the U - We are Glad U are Here!

The Student Union is a department within the Division of Student Affairs, and in partnership with the Policy Council of the Student Union Board of Governors, is responsible for the management of the Student Union facility. The Student Union is the center of activity for students, faculty, staff and visitors and is designed to enhance the quality of student life, support co-curricular activities and contribute to the University’s educational mission.

Student Union Mission Statement

As an integral part of the educational mission of the University of Connecticut, the Student Union provides program support, services, facilities and amenities for students, faculty, staff, alumni and guests.

Our Goals

- Promote student engagement, leadership, learning, and success by supporting opportunities for participation and involvement in a diverse array of programs, activities, and employment.
- Foster interaction among University constituency groups and guests.
- Provide a safe, accessible, and welcoming environment for the campus community within a well-maintained facility.
- Exercise judicious management of financial, physical and natural resources.
- Support our campus partners located in the Student Union including Cultural Centers, Student Activities, Fraternity and Sorority Life, Student Media, and Student Organizations, etc.
- Offer amenities that enhance campus life including dining options and a variety of services for the campus community.
- Assist patrons with excellent event services support including room reservations, event planning, and event production.
- Participate in on-going assessment and evaluation of services in an effort to best meet the ever-changing needs of the University community.
- Promote school spirit and pride in the University of Connecticut.
We Can’t Do It Without U!

The Student Union cannot successfully achieve its mission without our outstanding student employee staff. Each of you plays an important role in providing the services and amenities that support out-of-classroom student activities. Our success is a team effort and we need you to join the full time staff in providing absolutely the best customer service on campus. We hope you enjoy your experience working at the Student Union and we want you to take with you more than a paycheck. We want to provide you with an opportunity to learn new skills, interact with other students, faculty, staff, and guests, and understand that your work is important to many people at the University of Connecticut. This year you will be hearing information regarding “learning outcomes.” These are the three areas of personal development that we want you to focus on this year.

* Understanding and adherence to service standards, policies and procedures
* Enhancing interpersonal skills
* Demonstrating leadership skills

You will be provided with opportunities to develop these areas in workshops throughout the year. Take the time to get to know your colleagues and the full-time staff. Plan now to attend one of the activities of the Fun Committee or perhaps you will be willing to join the group in planning adventures for the future. The Student Union will always be evolving and your input is extremely valuable in shaping the future of this facility. Please share your thoughts, observations and comments with us so that we can continue to improve our services. Thank you for choosing to join the “U” Team. Always remember to provide excellent service to our customers and look for ways to exceed their expectations. We look forward to working with you this year.

Monica M. Rudzik, Director
Student Union Organizational Chart
Organization Chart can be found at: www.studentunion.uconn.edu

Full-Time Staff Job Descriptions
Photos of the staff can be found at: www.studentunion.uconn.edu

- **Director of the Student Union**—Monica Rudzik: Monica provides leadership for a comprehensive, multi-tenant Student Union facility, providing an engaging and inviting environment that serves as the central community gathering place for the UConn community and supports the core mission of the University as a flagship research and teaching institution. Monica establishes the Student Union as the hub of communication and collaboration for all constituents of the campus and surrounding community. She is the supervisor of the Building Managers, and her position reports directly to the Assistant Vice President for Student Affairs, Dr. Michael Gilbert.

- **Administrative Assistant**—Tonya Lemire: Tonya is responsible for independently providing both office administration and secretarial support for the Director of the Student Union. Some of her duties include handling the paperwork of new employees, managing time-off requests, and collecting & distributing paychecks.

- **Graduate Assistant**—Michael Malenfant: Mike is responsible for participating in the successful operation of the Doug Bernstein Game Room, Business Operations and Event Services for year one. He is the supervisor of the Game Room Attendants.

- **Business Services Manager**—Corey O’Brien: Corey oversees and supervises the financial and business operations for the Student Union.

- **Information Center Manager**—The Information Center Manager oversees the Information Center operations and is responsible for the completion of payroll, ticket sales, key management, and lost and found. This position supervises the Information Center Attendants and Ticket Sellers.

- **Building Services Manager**—Tony Noel: Tony directs a comprehensive facilities and operational services department. His position provides leadership and management of maintenance systems, repair and replacement functions and special projects for the Student Union.

- **Building Superintendent**—The Building Superintendent supervises custodial services, minor and preventative maintenance, and building operations in the Student Union. This position supervises the Setup Crew.

- **Associate Director for Event Services**—April Isley: April directs a comprehensive event services department serving a variety of customers. Her position provides leadership and support to various University departments and groups in coordinating, scheduling and managing events held in the Student Union facilities, as well as all outdoor programs and events sponsored by recognized student organizations.

- **Event Production Manager**—Kim Schwarz: Kim provides event production support for the activities scheduled in the building and surrounding outdoor areas and is the supervisor of
the Ambassadors. She is also responsible for the ongoing training and orientation of student staff.

- **Event Planning Coordinator**—Patricia Gilligan: Patty advises, coordinates, and provides support for all aspects of event planning for Student Union customers. She is the supervisor of the Assistant to the Event Coordinator.

- **Audio Visual Technical Services Manager**—Jim Wheeler: Jim provides highly technical media support. He is the supervisor for the A/V Technicians.

- **Student Union Reservationist**—Gwyneth Carrell: Gwyn serves as the frontline service point for reservation requests. She coordinates all aspects of the intake reservation request process, inputs information in the reservations system, and implements department policies and procedures. She is the supervisor of the Event Service Office Assistants.

- **Student Union Evening Coordinator**—Nicole Starkey: Nicole is responsible for overseeing evening and weekend operations of the Student Union during the academic year. She is the main point of contact for planning Late Night and late hour dance parties. Nicole is the supervisor for the Event Monitors and Event Managers.
Division of Student Affairs Values and Guiding Principles

The Student Union shall reflect the Division of Student Affairs Values and Guiding Principles.

Our guiding values and principles are the tenets by which we do our work as a Division. They guide our efforts in pursuit of our specific priorities and goals and describe how we live the UConn Creed through our work.

I will practice personal and academic integrity.

We Value Integrity. Individually and collectively we meet the expectations and guidelines of our colleagues and the University.

I will respect the dignity and rights of all persons.

We Value Diversity. Individual differences and unique perspectives are respected. Inclusion is the foundation for decision making and respect for others is nonnegotiable. The well being of each individual is sensitively supported.

We Value People. We affirm individual rights and freedoms in balance with responsibility to the good of the entire community. Social responsibility and an ethic of service to others are fundamentals of our work.

I will demonstrate concern for others and live up to my community responsibilities.

We Value Stewardship. We maintain and manage our resources appropriately and are accountable for our actions. We strive to maintain a sustainable community that is environmentally and socially conscious.

We Value Character. Our reputation is built upon reliability. We demonstrate a commitment to dependable performance that produces successful results.

I will approach learning and my work with a spirit of inquiry.

We Value Collaboration. Our strength and impact on this campus as a coordinated team can and will be extraordinary.

We Value Competence. Students, staff and faculty gravitate to the departments within the Division with confidence. We demonstrate credibility and knowledge.

We Value Initiative. We create opportunities that encourage and reward new ideas. We support the thoughtful integration of new technologies.

I will take pride in the University of Connecticut

We Value Service. Our services are provided in the best way possible, while thoughtfully balancing educational needs and customer service.

We Value Excellence. Through thoughtful assessment we continuously strive to deliver programs and services with pride and distinction. We will enhance the reputation of the University of Connecticut.
Important Telephone Numbers & Websites

SU Information Center 860-486-1140
Student Building Manager Office 860-486-3507
SU Administrative Office, SU 106 860-486-3422
Event Services Office, SU 106 860-486-3421
Doug Bernstein Game Room 860-486-8848
University Emergency Information Line (for weather closings) 860-486-3768
Husky Watch Escort Service 860-486-4809

SU Website www.studentunion.uconn.edu
Scheduling Website www.whentowork.com
UConn Emergency Closing Website http://alert.uconn.edu
Facebook UCONN Student Union
Student Employment Policies and Procedures

Access to UConn Administrative Offices

After hours, all administrative offices are off limits to students. Exceptions to this policy are made in advance in the SU Administrative Office, SU 106 with the Building Services Manager. Last minute exceptions are to be made to the Student Building Manager on duty who, if need be, will contact the Building Services Manager. Please direct specific questions to the Student Building Manager on duty.

Affirmative Action and Equal Employment Opportunity Policy

University policy prohibits discrimination in education, employment, and in the provision of services or harassment based on race, ethnicity, religion, age, sex, marital status, national origin, ancestry, sexual orientation, gender identification, physical or mental disabilities, including learning disabilities, past/present history of mental disorder or any other protected class.

Any employee, student or other member of the University community, injured by the discriminatory or harassing behavior of an employee may file a complaint with the Office of Diversity and Equity, Wood Hall, 241 Glenbrook Road, Unit 2175, Storrs, CT 06269-2175, (860) 486-2943.

Similar complaints against students should be filed under the Student Conduct Code with Community Standards, Wilbur Cross Building, Room 203, 233 Glenbrook Road, Unit 4062, Storrs, CT 06269-4062, (860) 486-3426.

Attendance

Employees of the Student Union are necessary for the smooth operation of the Student Union and its programs. Employees who are repeatedly absent or tardy disrupt this operation. If there is an occasion when you need to miss a shift, you must find a replacement (see Shift Replacements). Failure to show up or find a replacement will result in disciplinary action. Termination from employment due to unsatisfactory attendance will be at the discretion of the supervisor.

Bicycles

Bicycles are not permitted in the Student Union or on the Student Union Terrace. Please secure bicycles to the bike racks around the exterior of the building. Bicycles should not be attached to railings, handrails, or fences around the Student Union.

Breaks/Meal Periods

Under Connecticut State Statute (Sec. 31-55ii), students employed on the student labor and/or work-study payrolls who work for seven and one-half (7 1/2) or more consecutive hours are required to take a period of at least thirty (30) consecutive minutes for a meal period. In general, the law requires this period to be given some time after the first two (2) hours of work and before the last two (2) hours of work.

Student employees are not paid for meal periods which are thirty (30) or more consecutive minutes, or in which they are released from work duties or are allowed to leave their workstations. Therefore, the meal period should not be logged as hours worked on the student's time card. The student must punch out for the time of the meal period on his/her time card.
Employers are not required by either federal or state law to permit student employees to take coffee/snack/smoking/rest breaks. Therefore, allowing for breaks is at the discretion of the supervisor. However, if breaks are allowed, breaks of fifteen (15) minutes or less are compensable and should be considered as hours worked on the student's time card. Students should not punch out for the time of the break on his/her time card.

**Computer Use**

The university computers, located in the offices, tech booths, game room, etc., as well as the departmental laptops, are for University purposes only. The computers should not be used for personal business, including but not limited to checking email, surfing the web, doing homework, watching movies, etc. Additionally, personal laptops are not allowed.

The following is a list of rules and regulations established by the University governing the use of computer accounts and equipment. The intent of these rules is to insure the well-being of all users in the University community:

- All computer resources, including devices, programs, and data, electronic or hard copy, owned by the University of Connecticut, and facilities of the University of Connecticut, which includes but is not limited to the University Computer Center, computer labs, networks, offices, or other locations, either at Storrs or any of its regional campuses or remote locations, should be used solely for legitimate and authorized University of Connecticut academic, instructional, research, administrative and/or public service purposes.
- Any unauthorized or illegitimate use of computer accounts, resources, and/or facilities will subject the violator(s) to disciplinary, criminal, and/or legal action by the University and/or the State. This includes any type of physical abuse to equipment and to the rooms in which the equipment is placed.

**Disciplinary Procedures**

Disciplinary procedures are designed to address student employee performance that does not meet expectations and/or any employee violation of policy. The goal is to provide the employee with feedback and assistance in an effort to correct sub-standard performance and maintain employment. While we will try to work with an employee that makes an effort to improve, some employees may simply be a poor fit with the needs of the Student Union.

Policies and procedures for each employee are outlined in this manual. In the event of unsatisfactory performance of job responsibilities or for violations of University policy or the policies stated in this manual, the Student Union will take the unfortunate but necessary corrective next step in order to maintain our high standards. The employee will be subject to disciplinary action according to the disciplinary procedures as deemed appropriate by the supervisor. **We reserve the right to bypass any of the levels identified below if deemed necessary.** All instances of disciplinary actions are handled based on the individual situation. All disciplinary records and proceedings are considered confidential and are kept in the employee’s file located in the Student Union Administrative Office.

Generally, in the event that disciplinary action becomes necessary, the following progressive disciplinary steps may be followed:

- The supervisor will initiate a discussion concerning the specific areas of job performance that requires improvement. This will include a discussion of the performance standards that
are required for working at the Student Union. This discussion may be documented in the employee’s file.

- If further disciplinary action is required, the employee may be given a written warning. The warning will explain the specific areas of job performance which fail to meet satisfactory standards and an outline of improvements that are necessary in order to ensure continued employment. A copy will be placed in the employee’s file.
- If the standards of job performance outlined in the written warning are not met, the employee may be dismissed.

Certain actions may result in immediate dismissal, including but not limited to:

- Submission of fraudulent hours on a time card
- Destruction or theft of property belonging to the University, its patrons, or employees
- Threat of physical harm to other employees
- Reporting to work under the influence of alcohol or drugs
- Insubordination
- Gross misconduct

**Drug Free Workplace Policy**

Drug and/or alcohol use while on the job is prohibited. Any employee who comes to work under the influence of drugs and/or alcohol, or who uses such substances while on the job, will be immediately relieved of his or her duties.

Students at the University of Connecticut are subject to the provisions of the Student Conduct Code. The section on Conduct Rules & Regulations of The Student Code (Part II, B.9) specifically prohibits the use, sale or distribution of controlled substances or alcoholic beverages, except as expressly permitted by law and University regulations (please refer to the Drug Free Campus & Alcohol Abuse Statement). A student who is found guilty of misconduct or is found guilty of being an accessory to misconduct shall be subject to the sanctions authorized by The Student Code. The maximum sanctions that can be imposed upon a student found guilty include expulsion or suspension from the University.

**Electronic Devices**

The use of personal electronic devices, including but not limited to laptops, iPads, iPods, cell phones, and ALL smart phones is not permitted while working. **Cell phones should be turned off while you are working; both calls and texting are prohibited.** Should you need to make a personal call or text, you should do so during your break.

**Employee Referrals**

In an effort to get current student employees to recruit/encourage their friends to apply for employment at the Student Union, an incentive program has been developed. If an applicant indicates a referral by a current student employee on their application, and the applicant is hired, the referral will be given an incentive of a $10 meal card for the Union Street Market.
Evaluations and Raises
Employee evaluation is an ongoing process. The supervisors, with assistance from the Student Managers and Area Supervisors, will carry out formal evaluations at the end of the spring semester. Employee evaluations will help determine pay raises for the following semester and may help in the selection of Student Managers and Area Supervisors.

Raises will be given annually, at the end of each spring semester based on longevity and merit. Longevity will be given at a rate of $.05 per semester, for the fall and spring of the past year. To receive longevity for a given semester, a student must be hired within the first week of the semester. Merit will be given at a rate of up to $.15 per year. Merit will be determined by each supervisor and based on an employee's annual evaluation (completed during the spring semester) and attendance at department wide training workshops.

Food
Employees should plan accordingly and eat meals prior to coming to a scheduled shift or after a scheduled shift. **Only beverages are permitted at the work area.** Please keep the work area clean and neat and be prepared to answer phones or assist customers at any time. Food from catered events should not be eaten while on-duty unless offered by catering staff or the guest host. In the event that catering staff or the guest host offers food to you, it must be eaten in a closed area.

Good Academic Standing
The Student Union realizes the importance of academic achievement and urges students to strive for academic excellence in their studies. According to University policy, all students are expected to maintain a cumulative GPA of 2.00 or higher to be in Good Standing. Consequently, a minimum cumulative GPA of 2.00 is required for application to work in the Student Union. If you are a freshman or transfer student, your GPA will be based on your first full semester at UConn. If a student employee GPA drops below 2.00, he or she will be limited to working 10 hours a week.

Harassment
The University of Connecticut reaffirms that it does not condone harassment directed toward any person or group within its community - students, employees, or visitors. Every member of the University shall refrain from actions that intimidate, humiliate or demean persons or groups, or that undermine their security or self-esteem.

Harassment consists of abusive behavior directed toward an individual or group because of race, ethnicity, religious creed, age, sex, marital status, national origin, ancestry, sexual orientation, gender identity, genetic information, physical or mental disabilities (including learning disabilities, past/present history of a mental disorder), or prior conviction of a crime (or similar characteristic). The University (a) strictly prohibits making submission to harassment either explicitly or implicitly a term or condition of an individual's employment, performance appraisal, or evaluation of academic performance; and (b) forbids harassment that has the effect of interfering with an individual's performance or creating an intimidating, hostile, or offensive environment. The University deplores behavior that denigrates others. All members of the University community are responsible for the maintenance of a social environment in which people are free to work and learn without fear of discrimination and abuse. The failure of managers at any level to remedy harassment violates this policy as seriously as that of the original discriminatory act.
Sexual harassment is defined as any unsolicited and unwanted sexual advance, or any other conduct of a sexual nature whereby (a) submission to these actions is made either explicitly or implicitly a term or condition of an individual's employment, performance appraisal, or evaluation of academic performance; or (b) these actions have the effect of interfering with an individual's performance or creating an intimidating, hostile, or offensive environment.

Examples of sexual harassment in the workplace may include all activities that attempt to extort sexual favors, inappropriate touching, suggestive comments, and public display of pornographic or suggestive calendars, posters, or signs. All forms of sexual harassment and discrimination are considered serious offenses by the University. Such behavior is particularly offensive when power relationships are involved.

The University prohibits romantic and sexual relationships between faculty/staff and student or between supervisor and employee even when such relationships appear, or are believed to be, consensual. The lines of power and authority that exist between the parties may undermine freedom of choice.

Graduate students serving as teaching assistants are well advised to exercise special care in their relationships with students whom they instruct and evaluate as a power differential clearly exists although teaching assistants do not hold faculty appointments.

Any person who believes that she or he is being harassed or otherwise subjected to discrimination because of race, color, ethnicity, religious creed, age, sex, marital status, national origin, ancestry, sexual orientation, genetic information, physical or mental disabilities (including learning disabilities, mental retardation, past/present history of a mental disorder), or prior conviction of a crime (or similar characteristic), is encouraged to consult the Office of Diversity and Equity (ODE). The office is located in Wood Hall, Unit 2175, 241 Glenbrook Road, Storrs, Connecticut 06269-2175, (860) 486-2943.

Complaints against students are governed by the provisions of the Student Conduct Code. Any complaints should be directed to the Community Standards, Wilbur Cross Building, Room 203, 233 Glenbrook Road, Unit 4062, Storrs, CT 06269-4062, (860) 486-3426. Any person who believes he or she is a victim of, or witness to, a crime motivated by bigotry or bias should report it to the University of Connecticut Police Department at (860) 486-4800, located at 126 North Eagleville Road, Unit 3070, Storrs, CT 06269-3070.

**Homework**

Student employees are not paid to do homework. Please make sure all of your school assignments are completed outside your shift time. Area supervisors will provide additional information in regards to homework.

**Illness**

If you become ill and cannot meet your obligation to work your assigned area, you are still responsible for making the **best effort possible** in finding a replacement. Additionally, you must follow the protocol below:

- Notify your supervisor (if you cannot reach your supervisor, you need to talk to a full-time staff person) or afterhours/weekends notify the Student Building Manager. If you
call the Information Center tell the attendant you need to speak to the Student Building Manager immediately. Please do not leave a voicemail message. You need to specify that you are sick in the conversation.

- Post your shift on the online scheduling site, when to work, trade board and under comments write – “SICK”.
- Your supervisor or the Building Manager will need to record that you called in and gave prior notice of being “SICK”.

Under Public Act No. 11-52 all student employees are eligible for paid sick leave. Student employees accrue one hour of paid time for every forty (40) hours actually worked. Student employees are entitled to the use of accrued paid sick leave upon the completion of their 680th hour of employment with the University (this includes hours worked at all jobs without a break in service).

- Sick time can be taken in .25 hour increments after the first hour.
- A maximum of forty (40) hours of sick leave may be used each calendar year.
- Sick leave may only be used for prescheduled hours of work.

Paid sick leave can be used for prescheduled shifts in which you cannot work (based on the criteria listed) and prior notice is given following the protocol above. If you have accrued sick time and call out sick, the supervisor will process the payroll paperwork to pay you for the time.

**Important Phone Numbers**

- Student Union Administrative Office – (860) 486-3422 & (860) 486-3421
- Information Center – (860) 486-1140
- Student Building Manager Office – (860) 486-3507

**Inclement Weather**

In the event of inclement weather, the Student Union will make every effort to remain open. If the University closes, those employees who are designated as emergency essential staff will report to work. Reservations in the following spaces will be canceled: Ballroom; Theatre; all sections of meeting room 304; and the North & South Lobbies. The Doug Bernstein Game room will be closed. Student organizations and departments with confirmed reservations in other meeting rooms will be provided access to those locations if desired. However, the room must be used “as is” and event support/equipment will not be provided. Building Managers and Information Desk employees may report to work if they can safely do so. The first priority for snow removal is the Information Center door so please use this entrance when arriving for work.
Keys
If your position requires you to have a set of Student Union keys while on duty, you will be assigned a key to an area specific key box, located in the break room, SU 106A1. It is your responsibility to make sure you bring your key box key with you for every shift. You will be responsible for making sure you sign a key ring out and in during each shift and you are required to sign the key log. The keys are your responsibility during that time and you must make sure they are in your possession at all times. Should you misplace the keys it is your responsibility to immediately report this to your supervisor or the Building Manager. If you do not sign the keys back in at the end of your shift you will be held accountable for them if they go missing or something happens (you will also be called and asked to return the keys as soon as possible). Keys should only be signed out when you are on the schedule to work and should be used for access to areas pertaining to your assigned work.

Leaving Your Work Area
If for some reason you must leave your work area, notify your supervisor or the Student Building Manager on duty to ask if they are able to relieve you. Under no circumstances should a work area be left unattended.

### Job Titles

<table>
<thead>
<tr>
<th>Class Number</th>
<th>Department</th>
<th>Position Name</th>
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<tbody>
<tr>
<td>281</td>
<td>Audio Visual Department</td>
<td>A/V Technician</td>
</tr>
<tr>
<td>291</td>
<td>Audio Visual Department</td>
<td>Specialist A/V Technician</td>
</tr>
<tr>
<td>381</td>
<td>Audio Visual Department</td>
<td>A/V Student Supervisor</td>
</tr>
<tr>
<td>400</td>
<td>Building Management</td>
<td>Student Building Manager</td>
</tr>
<tr>
<td>401</td>
<td>Building Management</td>
<td>Senior Building Manager</td>
</tr>
<tr>
<td>261</td>
<td>Event Operations</td>
<td>Event Monitor</td>
</tr>
<tr>
<td>361</td>
<td>Event Operations</td>
<td>Event Manager</td>
</tr>
<tr>
<td>211</td>
<td>Event Services Office</td>
<td>Office Assistant</td>
</tr>
<tr>
<td>211</td>
<td>Event Services Office</td>
<td>SU Ambassador</td>
</tr>
<tr>
<td>311</td>
<td>Event Services Office</td>
<td>Student Assistant to Event Coordinator</td>
</tr>
<tr>
<td>311</td>
<td>Event Services Office</td>
<td>Event Services Reservations Supervisor</td>
</tr>
<tr>
<td>261</td>
<td>Game Room</td>
<td>Game Room Attendant</td>
</tr>
<tr>
<td>211</td>
<td>Information Center/Ticket Office</td>
<td>Attendant/Ticket Seller</td>
</tr>
<tr>
<td>111</td>
<td>Operations Office</td>
<td>Office Assistant</td>
</tr>
<tr>
<td>281</td>
<td>Operations Office</td>
<td>Student Social Media Specialist</td>
</tr>
<tr>
<td>234</td>
<td>Set Up/Maintenance</td>
<td>Set Up Crew</td>
</tr>
<tr>
<td>334</td>
<td>Set Up/Maintenance</td>
<td>Set Up Crew Manager</td>
</tr>
</tbody>
</table>
Media
Student Union staff should not speak to media while on duty on behalf of the Student Union, the Division of Student Affairs or the University. If media request an interview, students should refer to the Division of Student Affairs Media Communication Process. Please ask your supervisor for specific instructions regarding media interaction.

Meetings
Periodically, meetings are scheduled for training or other official purposes. Attendance at these meetings is mandatory. These meetings are treated as scheduled work shifts. Accordingly, you will be paid for the time you spend at the meeting. If you cannot attend, you must notify your supervisor in advance. Failure to notify your supervisor will result in disciplinary action.

On the Job Injury
If a student sustains an injury while working, s/he must follow the following procedure:

- Immediately notify a supervisor and seek medical attention if needed.
- A Student Union Incident Report should be completed by the student and the responding supervisor. Incident Report forms can be found in the Student Manager Office or in the SU Administrative Office.
- Additionally, the employee and their supervisor should complete the First Report of Occupational Injury or Disease Form (WC 207) available through the Department of Human Resources at www.hr.uconn.edu (on line forms). A copy of the completed form should be left in the SU Administrative Office for the employee file and the original form should be mailed to the Worker's Compensation Specialist in Payroll at Unit 2111.
- The employee’s supervisor is to contact, preferably the day of the accident, the CT injury reporting hotline at 1(800) 828-2717.
- Follow up documentation should be directed to Payroll. This information could include medical reports and documentation of shifts missed due to on-the-job injury.
- A follow up inquiry will be conducted by the supervisor.

Parking
The Student Union does not provide parking for employees.

Payroll Information
Student employees utilize timecards and an electronic time clock located in the break room, SU 106A1. All student employees will be given ID card swipe access to the break room and will be responsible for bringing their UConn student ID to work for each shift so that you can access the time clock and your mailbox.

You are responsible for clocking yourself in and out of work; this includes clocking in and out for any required breaks (if you work more than 7 ½ hours). Under no circumstance may you clock in or out for another employee. If you do not clock in or out you will need to complete a Corrected Timecard form and have your supervisor sign it. Then you must give it to the Information Center Manager. Do not write in your time on your timecard. If you do not clock in/out or complete a Corrected Timecard form your hours will not be submitted. It is the responsibility of the student to make sure that their timecard is complete and accurate. Students will not receive pay for incomplete shifts on timecards.
Paychecks
Students begin receiving paychecks 4-6 weeks after a completed Payroll Authorization is submitted to the Student Employment Office and 2 weeks after the initial timecard is submitted. Authorizations are not submitted until an I-9 and tax forms have been completed, and the student has signed the Authorization.

Student employees who do not participate in the direct deposit program may pick up their checks after 3:00 pm on Friday of a pay week. Student employees will need to check in with the Information Center Attendant to get his/her timecard and check. At this time students will have an opportunity to review his/her timecard and will be responsible for signing it. If the student feels there is a discrepancy he/she will need to speak to their supervisor.

If a student employee has more than one job on campus, the student employee is responsible for keeping track of their hours/pay rate, as the state only issues one paycheck per employee. If the student picks up his/her check at another job, he/she is responsible for stopping by and signing his/her timecard after each payday.

Personal Appearance
Your appearance at work directly reflects the image of the University and the Student Union. Therefore, all U employees should follow their area specifications as well as the overall policy standards stated below. Area supervisors may ask student employees to return home without pay to change into appropriate attire that abides by these guidelines before returning to work.

Student employees are to abide by the following dress code standards:
- Clean and unwrinkled clothing
- Garments must be free of tears and holes
- A staff shirt must be worn during every shift. If you are cold, you are permitted to wear warmer clothing UNDER your staff shirt.
- No hats allowed
- Appropriate footwear as defined by your work area must be worn at all times
- No sweatpants or spandex
- Shorts can be no more than three inches above the knee or three inches below the knee.
- Name tags are required for all shifts.

The following area uniform policies are in addition to the above standards:

**Building Managers**
- Button down blue uniform shirt
- Khaki or dress pants/skirts (No jeans or shorts)

**Event Managers**
- Staff polo
- Khaki or dress pants/skirts (No jeans or shorts)
Personnel Records
It is important to always keep your personnel records updated with your current address, telephone, etc. Should your information change from your hire date, please update the information directly with your supervisor and the Event Production Manager. All personnel records are kept in the Student Union Administrative Office, SU 106. You may request to review your file at any time.

Professionalism
Student Union employees are expected to behave professionally at all times and are expected to avoid confrontations with fellow employees, customers and visitors to the building. At no time are student employees to engage in arguments or fights with other employees, customers or visitors. Any employee found guilty of fighting will be subject to disciplinary action. Inappropriate language, tone and volume will not be tolerated.

Property Removal
All supplies provided to you to perform your job are the property of the Student Union and are not to be taken out of the Student Union. This includes, but is not limited to:
- Office supplies (pens, pencils, paper, notebooks, etc.)
- 2-way radios
- Keys
- Other University equipment/tools

Property Claims
If a student employee’s personal property is damaged while on the job, a claim may be filed through the Office of the Associate Provost for Business and Administration.

Punctuality
Arrive ten minutes (and only ten minutes) before your scheduled shift. Coming in early to sign in, check your mailbox and check in with the Student Building Manager on duty, allows the person you are relieving to leave on time. If you must be late, be courteous and call the Student Building Manager on duty. Repeated tardiness will result in disciplinary action. Additionally, you will not be paid extra should you repeatedly punch in early.

Recognition Program
The Student Union Recognition Program recognizes Student Union employees that fulfill or display exemplary customer service. The program is based on the following four Customer Service principles:

Service: Make serving others your #1 priority. You’re in a noble profession. Be proud of what you do and where you work.
- Going the extra mile to help a customer
- If you don’t know the exact answer, make sure you seek out the answer, and then put the customer in contact with the correct people who can.
- Be aware of your surroundings even if you’re not on duty
**Attitude:** Choose your attitude. How you think about customers and fellow employees is how you will treat them.
- Be happy and friendly while at work
- Be polite and responsible
- Show interest, and go the extra mile to serve
- Be enthusiastic

**Consistency:** Customers return because they like what happened last time.
- Stick to your high service standards
- Take the extra step to make sure the area is functioning smoothly for providing service

**Teamwork:** Make each other look good. Everything you do ends up in front of the customer.
- Working with others to get the job done
- Take initiative to help others beyond your area
- Covering a last minute shift
- Going the extra mile behind the scenes to enhance the customer’s experience

**Safety and Security**
As a staff member you have the right to feel safe and secure while working. If you have any concerns about the safety of yourself or others, please notify your supervisor.

When leaving the Student Union at the end of your shift (especially at night), please consider walking in groups or contacting Husky Watch Safety Escort Service at (860) 486-4809 for an escort to your vehicle, residence hall or next destination on campus.

**Scheduling and Schedule Changes**
The Student Union utilizes an on-line scheduling program, www.whentowork.com, for all student employees scheduling. This program allows students to check the schedule via the web at any time, allows students to request a shift replacement, and allows students to receive an email or text message if a shift opens up. All student employees will be given access to log into this site for scheduling purposes, including shift replacements. **Students are required to have a primary email address listed in this system** and if so desired, a cell phone number to receive text messages for different alerts. Students are not required to include a cell phone number or sign up for the text message alert program; as you will be responsible for the cost of receiving text messages on your personal phone. Additionally, while this is a secured website, we do not require students to enter any additional personal information onto the site (i.e. address, phone, etc.). We will keep this information in your personnel file.

Students will be entered into the whentowork.com system based on their primary area of work. Additionally, students can cross train to work in different areas of the Student Union. Once a supervisor in the additional area has confirmed a student has cross trained to work in their area, the student will be given access in whentowork.com for the area and will then receive alerts about updates/changes/trades available in that area as well as their primary area.

For some areas (Building Managers, Information Center, Ticket Booth, Event Monitors, SU Ambassadors, AV Techs and Office staff) permanent semester scheduling is done in advance of the
start of the semester. At the end of each semester, the supervisors will check student availability for the following semester and will assign shifts for the following semester. Once the schedule is established and distributed, the employee is solely responsible for knowing their schedule and meeting their assigned hours.

Scheduling for other areas (Set up Crew, AV Techs, and Event Managers) is done on an as needed basis and will be done through scheduled meetings with the supervisor. Once the schedule is established and distributed, the employee is solely responsible for knowing their schedule and meeting their assigned hours.

Student employees are limited to 20 hours per week during fall and spring semesters. Student employees are limited to 40 hours per week at all other times. Exceptions to this policy may be made by a member of the Student Union Management Team (Monica, Corey, Tony or April).

**Shift Replacements and Trades**
Once you are scheduled for a shift, it is yours. If you cannot make a particular shift it is your responsibility to find an appropriate replacement.

Shift replacements can be requested via whentowork.com through the trade board. It is your responsibility to put your trade request up on the trade board in advance (before the time you need off). Any students who have been authorized to work in that specific area will receive an alert about the open shift and any student can request to take the shift. All trades must be approved by the primary area supervisor before it is confirmed.

If a replacement cannot be found, the shift is still your responsibility to cover. Failure to report to work will result in disciplinary action, up to and including probation or termination. It is fully understood that emergencies occur, please notify your supervisor or the Student Building Manager on duty.

At some time during your employment you may be asked to work additional hours; be supportive of your colleagues. We collectively need to make sure all areas are staffed at all times. Check the trade board regularly and fill in when possible. You never know when you will need the favor in return, and it is a great way to earn some extra cash.

**Smoking and Tobacco Use**
Smoking and tobacco products, including electronic cigarettes, are not permitted in the Student Union or within 25' of any door.

**Storage**
Storage or holding of anyone’s personal items at any work location (i.e. Information Center; Theatre Box Office, etc.) is not permitted. You should not allow anyone to leave personal items. We cannot assume responsibility for anyone’s personal property under any circumstances.
Telephone Skills
When answering an incoming telephone call, remember to speak slow, clear, and in a friendly, polite, and professional manner. Your tone of voice is very important! Use the following format:

Good morning (or afternoon, evening), Student Union ________________,
(office name)
__________ speaking. How can I help you?
(your name)

If the caller would like to leave a message for another staff member, please be sure to write down the following information (use the message pad and make sure it is legible):

- Who is the message for (name and office)?
- time and date of the call
- caller’s name
- caller’s telephone number
- message
- your name

Telephone messages should be put in the individual’s mailbox or given to the Student Building Manager on duty to put in the appropriate office mailbox.

Telephone Use
Office telephones (including the Information Center) are to be used for University business purposes only. The telephones may not be used for personal calls except in emergency situations. Personal telephone calls, when made for a legitimate purpose, must be brief (this includes incoming and outgoing calls). All phone calls, even to 1-800 numbers, will be monitored and any abuse of this policy will be investigated.

Term of Employment
Students hired to work for the Student Union are guaranteed employment the semester they are hired, provided they follow policies. Continued employment is based on employee performance, evaluations, and the business needs of the Student Union.

Use of Radios
The Student Union staff utilizes 2-way radios to communicate with each other. Staff is asked to be clear, concise and professional when speaking over the radio. You never know who is listening to the conversation.

Those entrusted with the use of a 2-way radio must remember the following rules when using it:

- Sign out a radio in the Break Room.
- Always keep the radio on your person. If your radio is lost, stolen or damaged tell the Building Superintendent or Student Building Manager on duty immediately.
• If your radio is lost, stolen or damaged you may be responsible for the cost of its repair or replacement.
• Never swing or hold your radio by its antenna. Hand it over to another co-worker, never toss it.
• Radios should be used for work-related dialogue only. Refrain from personal or unnecessary dialogue when communicating with your radio.
• If an emergency arises (i.e. fire alarm, injury) refrain from using your radio unless it is in conjunction with the emergency. This will ensure a free line for those in need.

Visitors
Keep socializing in perspective. You are not expected to ignore your friends while you are working, nor are you expected to entertain them. You are not being paid to socialize; so keep visits to a minimum.

Under no circumstances should visitors (including student staff not working) be allowed in the Information Center, around the Doug Bernstein Game Room desk, in the box office, in the tech booth, unreserved meeting rooms spaces or the theatre; this also applies when you are closing the office/building. If your friends are waiting for you to finish your shift they may wait on Union Street until your shift has ended or until the building closes.

Workshops
In addition to the mandatory student employee training prior to the start of the fall and spring semesters, supplemental training workshops will be offered throughout the year. These workshops are not required for employment but are required for merit. The department will offer up to three workshops each semester and student employees will be paid for their attendance.

Edited August 2014
UConn Student Union
2014 - 2015 Employment Agreement

I, ______________________________ (print name), have been provided with a copy of the UConn Student Union Student Employee Policies and Procedures Manual on this ____________day of ____________________, __________.

I hereby agree to follow all expectations outlined in this manual and understand that should I fail to meet any job duties or expectations, that the employee disciplinary procedures will be executed.

_______________________________________________  ______________
Employee Signature                           Date

Good Academic Standing
The Student Union realizes the importance of academic achievement and urges students to strive for academic excellence in their studies. According to University policy, all students are expected to maintain a cumulative GPA of 2.00 or higher to be in Good Standing. If you are a freshman or transfer student, your GPA will be based on your first full semester at UConn.

I give the Student Union staff permission to view my academic records for verification of academic standing.

_______________________________________________  ______________
Employee Signature                           Date

Date Received: ________________________________

Division of Student Affairs:
One Division. Multiple Services. Students First.