

# UConn Student Union Student Employment Policies and Procedures Manual

2018 – 2019 Edition



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

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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 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 learning. 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.

You will be provided with opportunities to develop skill 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 social activities. 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](http://www.studentunion.uconn.edu)

## Full-Time Staff Job Descriptions

Photos of the staff can be found at: [www.studentunion.uconn.edu](http://www.studentunion.uconn.edu)

- *Director*—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 works to establish the Student Union as the hub of campus community for students, staff, faculty, alumni and guests. She is the supervisor of the Building Managers, and her position reports directly to the Assistant Vice President for Student Affairs, David Clokey.
- *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 processing/ maintaining facilities work orders.
- *Graduate Assistant*—Kellie Ruccolo: Kellie is responsible for participating in the successful management of the Doug Bernstein Game Room, Business Operations and Event Services. She is the supervisor of the Student Social Media Specialist and 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*—Jamie Larkin: Jamie oversees the Information Center operations and is responsible for the completion of student payroll, ticket sales, key management, and lost & found. She also oversees the SU website and social media. She supervises the Information Center Attendants and Ticket Booth Attendants.
- *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*—Patrick Christadore: Pat supervises custodial services, minor and preventative maintenance, and building operations in the Student Union. His position supervises the Setup Crew and the Maintenance Staff.
- *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 student organizations, University departments and outside groups in coordinating, scheduling and managing events held in the Student Union facilities, as well as all outdoor events sponsored by recognized student organizations. She is responsible for policy creation and implementation (a.k.a The U Guide) and the supervision of the Event Services staff.
- *Event Production Coordinator*—Shona Cooper: Shona provides event production support for the activities scheduled in the building and is the supervisor of the Ambassadors, Event Managers, and the Student Assistant to the Event Production Manager. 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 Coordinators.

- *Event Planning Coordinator* – Stephanie Killian: Stephanie advises, coordinates, and provides support for all aspects of event planning for Student Union customers. She is responsible for all outdoor event planning.
- *Audio Visual Manager*—Jim Wheeler: Jim is responsible for scheduling, maintaining and overseeing the operation of all audio visual equipment owned by the Student Union. He is the supervisor of the Audio Visual Technicians and Audio Visual Administrative Assistant.
- *Reservationist*—Gwyneth Carrell: Gwyneth 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 Services Office Assistants.
- *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 Classroom/Event Monitors.

# 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

<b>SU Information Center</b>	860-486-1140
<b>Student Building Manager Office</b>	860-486-3507
<b>SU Administrative Office, SU 106</b>	860-486-3422
<b>Event Services Office, SU 106</b>	860-486-3421
<b>Doug Bernstein Game Room</b>	860-486-8848
<b>University Emergency Information Line (for weather closings)</b>	860-486-3768
<b>UConn Emergency Closing Website</b>	<a href="http://alert.uconn.edu">http://alert.uconn.edu</a>
<b>Safe Rides Service</b>	860-486-4809
<b>SU Website</b>	<a href="http://www.studentunion.uconn.edu">www.studentunion.uconn.edu</a>
<b>Scheduling Website</b>	<a href="http://www.whentowork.com">www.whentowork.com</a>
<b>Facebook</b>	UConn Student Union

# Student Employment Policies and Procedures

## Access to UConn Administrative Offices

After hours, all administrative offices are off limits to student employees. Last minute exceptions are to be requested to the Building Manager on duty who, if need be, will contact the area supervisor.

## 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, color, ethnicity, religious creed, age, sex (including pregnancy and sexual harassment), marital status, national origin, ancestry, sexual orientation, genetic information, physical or mental disabilities (including learning disabilities, intellectual disabilities, past/present history of a mental disorder), prior conviction of a crime (or similar characteristic), veteran status, workplace hazards to reproductive systems, gender identity or expression, or other factors which cannot lawfully be the basis for employment actions, unless there is a bona fide occupational qualification.

UConn complies with all applicable federal and state laws regarding non-discrimination, equal opportunity, affirmative action, and providing reasonable accommodations for persons with disabilities. Contact: Office of Institutional Equity; (860) 486-2943; [equity@uconn.edu](mailto:equity@uconn.edu); <http://www.equity.uconn.edu>.

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 Institutional Equity, Wood Hall, 241 Glenbrook Road, Unit 4175, Storrs, CT 06269-2175, (860) 486-2943, or [equity@uconn.edu](mailto:equity@uconn.edu). Similar complaints against students should be filed under the Student Conduct Code with Community Standards, Wilbur Cross Building, Room 301, 233 Glenbrook Road, Unit 4119, Storrs, CT 06269-4062, (860) 486 – 8402, or [COMMUNITY@uconn.edu](mailto:COMMUNITY@uconn.edu).

For more information, reference Affirmative Action & Equal Employment Opportunity Policy Statement, effective Fall 2017 here: <https://policy.uconn.edu/2011/05/17/policy-statement-affirmative-action-equal-employment-opportunity/>

## 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.

## BIAS Incident Reporting

A bias-related incident is an incident that negatively targets, intimidates, or threatens an individual or group due to race, ethnicity, ancestry, national origin, religion, gender, sexual orientation, gender identity or expression, age, physical, mental, and intellectual disabilities, as well as past/present history of mental disorders. This includes, but is not limited to graffiti or images that harass or

intimidate individuals or groups due to the above characteristics. If you witness a bias incident, or find bias images in the Student Union during your shift, immediately notify your supervisor or the Building Manager on duty.

### **Recreational Devices**

Wheeled vehicles (with the exception of wheelchairs and motorized accessibility equipment) including but not limited to skateboards, in-line skates, hoverboards and bicycles are not permitted in the Student Union or on the Student Union patios. The only exceptions to this policy are wheeled vehicles being rented or returned to the UConn Outdoors Adventure Center (customers must use the South entrance—off of Fairfield Way—to enter the Student Union Building).

### **Breaks/Meal Periods**

Based on Student Union best practices and 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 offered the opportunity to take an unpaid break of at least thirty (30) consecutive minutes. In general, this period should be taken 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 HuskyTime. The student must sign out for the time of the meal period.

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 clock out for the time of the break.

### **Computer Use**

The University computers, located in the offices, tech booths, game room, etc., as well as the departmental laptops and iPads, 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 and smart tablets are not allowed at work stations.

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 require 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 and followed up with an email.
- 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 (this includes sick time)
- Destruction or theft of property belonging to the University, its patrons, or employees
- Threat of physical harm to others
- Reporting to work under the influence of alcohol or drugs
- Insubordination
- Gross misconduct

For more information, please reference Progressive Disciplinary Policy in the Student Employment Guide, here: <https://studentjobs.uconn.edu/employment-guide/#empguide33>

## **Drug Free Workplace Policy**

Recreational 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 Code, which specifically prohibits the use, sale or distribution of controlled substances or alcoholic beverages, except as expressly permitted by law and University regulations. 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.

For additional information, please reference Responsibilities of Community Life: The Student Code, effective June 14, 2018 <https://community.uconn.edu/wp-content/uploads/sites/523/2016/06/1819-The-Student-Code.pdf>

## **Electronic Devices**

The personal use of electronic devices, including but not limited to laptops, smart tablets, iPods, cell phones, and ALL smart phones is not permitted while working. **Cell phones should be put away and on silent while you are working; they should only be used for work related purposes if you choose to do so.** Should you need to make a personal call or text, you should do so during your break. The exception to this policy is for work related and emergency situations.

## **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. New salaries will go into effect starting the following fall semester. Longevity will be given at a rate of up to \$.05 per semester, for the fall and spring of the past year. To qualify for longevity for a given semester, a student must be hired within the first month of the semester.

Merit will be given at a rate of up to \$.05 per year. Merit will be determined by the student employment committee based on an employee's annual evaluation AND recommendations from your supervisor (completed during the spring semester). Only students who have worked the full academic year are eligible for merit.

## **Food**

Employees should plan accordingly and eat meals prior to coming to a scheduled shift or after a scheduled shift. **Only beverages, in closed containers, 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. The refrigerator and microwave in the Break Room are for employee use. Please make sure you clean up after yourself and only take food that belongs to you. Items left in the refrigerator must be labeled with your name. Food and drinks should NOT be consumed near the computer in the Break Room.

## **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 for any position. If you are a freshman or transfer student, your GPA will be based on your first full semester at UConn. If a student employee's GPA drops below 2.00, he or she will be limited to working 10 hours a week.

## **Harassment (*Including Discrimination and Related Interpersonal Violence*)**

The University of Connecticut is committed to maintaining a safe and non-discriminatory learning, living and working environment for all members of the University community- students, employees, and visitors. All members of the University community are responsible for the maintenance of an environment in which people are free to learn and work without fear of discrimination, discriminatory harassment or interpersonal violence.

Discrimination consists of abusive behavior directed toward an individual or group because of race, color, ethnicity, religious creed, age, sex, marital status, national origin, ancestry, sexual orientation, genetic information, physical or mental disability (including learning disabilities, intellectual disabilities, and past or present history of mental illness), veteran's status, prior conviction of a crime, workplace hazards to the reproductive system, gender identity or expression, or membership in any other protected classes as set forth in state or federal law. Any person who believes that they are being harassed or otherwise subjected to discrimination is encouraged to consult the Office of Institutional Equity (OIE). The office is located in Wood Hall, Unit 2175, 241 Glenbrook Road, Storrs, Connecticut 06269-2175, (860) 486-2943, or [OIE@uconn.edu](mailto:OIE@uconn.edu).

The University prohibits discrimination, as well as discriminatory harassment, sexual assault, sexual exploitation, intimate partner violence, stalking, sexual or gender-based harassment, complicity in the commission of any act prohibited by this Policy, retaliation against a person for the good faith reporting of any of these forms of conduct or participation in any investigation or proceeding under this Policy. The failure of managers at any level to remedy harassment violates this policy as seriously as that of the original discriminatory act. All forms of sexual harassment and discrimination are considered serious offenses by the University. Such behavior is particularly offensive when power relationships are involved

Romantic and sexual relationships between faculty/staff and undergraduate student or between supervisor and employee even when such relationships appear, or are believed to be, consensual are prohibited by The University. The lines of power and authority that exist between the parties may undermine freedom of choice. Graduate students serving in a supervisory role are well advised to exercise special care in their relationships with students whom they instruct and evaluate, as a power differential clearly exists.

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.

Sexual harassment is any unwelcome sexual advance, request for sexual favors, or other unwanted conduct of a sexual nature, whether verbal, non-verbal, graphic, and physical. It also may include inappropriate touching, acts of sexual violence, suggestive comments and public display of pornographic or suggestive calendars, posters, or signs where such images are not connected to any academic purpose. A hostile environment can be created by persistent or pervasive conduct or by a single or isolated incident, if sufficiently severe. The more severe the conduct, the less need there is to show a repetitive series of incidents to prove a hostile environment, particularly if the conduct is physical.

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.

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 301, 233 Glenbrook Road, Unit 4119, Storrs, CT 06269-4062, (860) 486-8402, or [COMMUNITY@uconn.edu](mailto:COMMUNITY@uconn.edu).

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.

For more information, reference Policy Against Discrimination, Harassment, and Related Interpersonal Violence, effective January 1, 2016 here: <https://policy.uconn.edu/2015/12/29/policy-against-discrimination-harassment-and-related-interpersonal-violence/>

## **Homework**

Student employees are not paid to do homework. Please make sure all of your school assignments are completed outside your shift time. Student employees may be allowed to read a book when there are down times during a shift but the customer should always be the first priority. If reading impacts the job performance this privilege will be revoked.

## **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 area supervisor (if you cannot reach your supervisor, you need to talk to a full-time staff person) or afterhours/weekends notify the Building Manager. If you call the Information Center tell the attendant you need to speak to the 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, Whentowork.com, 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”.

## **Important Phone Numbers**

- Student Union Administrative Office – (860) 486-3422 & (860) 486-3421
- Information Center – (860) 486-1140
- 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: Classrooms; Hawley; Residence Life Buildings; Ballroom; Theatre; meeting rooms 104, 304(all sections), and 310; the North & South Lobbies; and all outdoor program spaces. 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 Center employees should report to work if they can safely do so (If you cannot make it to work please notify your supervisor). The first priority for snow removal is the Information Center door so please use this entrance when arriving for work.

<b>Job Titles</b>		
<b>Class Number</b>	<b>Department</b>	<b>Position Name</b>
211	Audio Visual Department	A/V Administrative Assistant
281	Audio Visual Department	A/V Technician
281	Audio Visual Department	Specialist A/V Technician
381	Audio Visual Department	A/V Training Supervisor
400	Building Management	Building Manager
401	Building Management	Senior Building Manager
261	Event Operations	Event & Classroom Monitor
361	Event Operations	Event Manager
211	Event Services Office	Student Assistant
211	Event Services Office	SU Ambassador
211	Event Services Office	Student Assistant to Event Coordinators
311	Event Services Office	Student Assistant to Event Production Manager
261	Game Room	Game Room Attendant
211	Information Center	Information Center Attendant
111	Operations Office	Office Assistant
281	Operations Office	Student Social Media Specialist
234	Set Up/Maintenance	Set Up Crew
334	Set Up/Maintenance	Set Up Crew Manager

## **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. The keys are your responsibility during your shift 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 return the keys at the end of your shift you will be held accountable for them. Keys should only be taken 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 Building Manager on duty to ask if they are able to relieve you. Under no circumstances should a work area be left unattended.

## **Media/ Press**

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** (which can be found on the bulletin board in the Break Room and the Building Manager's Office). Please ask your supervisor for specific instructions regarding media interaction.

For more information, reference Policy on Communication with External Media, effective May 5, 2017 here: <https://policy.uconn.edu/2017/05/17/communication-with-external-media-policy-on/>

## **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 and get permission to be excused. Failure to notify your supervisor will result in disciplinary action.

## **On the Job Injury**

If a student sustains an injury while working, they 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 Building Manager Office or in the SU Administrative Office.
- Additionally, the employee and supervisor should complete the First Report of Occupational Injury or Disease Form (WC 207) available through the Payroll Department at [www.payroll.uconn.edu](http://www.payroll.uconn.edu). The form should be given to Tonya Lemire for processing.
- A copy of the completed forms will be put in the employee file.
- 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.

## **Paid Sick Leave**

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.

Student employees may only use accrued paid sick time for the following reasons:

- To treat the employee's own illness, injury or health condition; for the medical diagnosis, care or treatment of the employee's own mental illness or physical illness, injury or health condition; or for preventative medical care for the employee.

- For the treatment of the employee's child or spouse's illness, injury or health condition; the medical diagnosis, care or treatment of an employee's child's or spouse's mental or physical illness, injury or health condition; or preventative medical care for the employee's child or spouse.
- For the employee's treatment or services related to the employee's status as a victim in a family violence or sexual assault incident, for the medical care or psychological or other counseling for physical or psychological injury or disability; to obtain services from a victim services organization; to relocate due to such family violence or sexual assault; to participate in any civil or criminal proceedings related to or resulting from such family violence or sexual assault.

Documentation signed by a health care professional indicating the need for the number of days taken may be required by the Student Employee's supervisor for leave of three (3) or more consecutive days.

Paid sick leave can be used for prescheduled shifts in which you cannot work and prior notice is given. If you have accrued sick time and call out sick, you will need to follow up with your supervisor via email to indicate your desire to use your sick time.

For more information, reference Public Act No. 11-52 here:

<https://www.cga.ct.gov/2011/ACT/PA/2011PA-00052-R00SB-00913-PA.htm>

## **Parking**

The Student Union does not provide parking for employees. Parking is NOT permitted in the SU Loading Dock. Certain days of the year, the University of Connecticut has high traffic events, such as basketball games and Open House. It is the student's responsibility to plan their commute time accordingly when these events occur.

## **Payroll Information**

Students are a vital part of the University of Connecticut's work force. Students on both the Student Labor and Work-Study payrolls are considered temporary, non-exempt hourly workers. Students under these payrolls do not receive benefits such as holiday pay.

Student employees utilize an online time keeping system called HuskyTime. Clocking in and out can be done only on the designated computer in the Break Room --**THIS IS THE ONLY COMPUTER THAT YOU WILL BE ABLE TO USE FOR CLOCKING IN/OUT.**

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 computer and your mailbox.

You are responsible for clocking yourself in and out of work; this includes clocking in and out for any breaks (if you work 7 ½ hours or more). To log in to HuskyTime, you will need to utilize your NetID and password. You must log out of this website once you clock in/clock out. 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. 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, tax forms, and I-9 have been submitted/approved by UConn Payroll.

It is strongly recommended that student employees take advantage of the direct deposit program. Primary direct deposit form can be submitted through the UConn employee Self Service Portal (<http://ess.uconn.edu/>). A secondary direct deposit form can be found on the payroll website at [www.payroll.uconn.edu](http://www.payroll.uconn.edu) and brought to the UConn Payroll Office in the Budds Building (this form is not available online). Student employees who do not participate in the direct deposit program may pick up their checks after 3:00 pm on the Friday of a pay week. Student employees will need to check in with the Information Center attendant to get their check. Checks remaining at the Information Center for over one week will be mailed to the address listed on the check. If the student feels there is a discrepancy with their check, they 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. As part of a statewide initiative, UConn uses a paperless/digital pay statement. This online capability is accessible via Core-CT through the UConn Employee Self Service Portal (<http://ess.uconn.edu/>). Individuals without direct deposit will continue to receive physical paychecks, but will also be able to access their pay stub information online. All employees are urged to consider the benefits of direct deposit.

Please visit the Payroll website for instructions for logging into Core-CT, navigate through the system and request name and address change functionality. Student employees working in the Student Union department use HuskyTime for clocking in/out of work. This information of hours is electronically submitted to Core-CT. At no time are Student Union student employees to enter their own hours in Core-CT.

## Personal Appearance

Your appearance at work directly reflects the image of the University of Connecticut 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 or your staff fleece with your staff shirt underneath.
- No hats allowed, this includes bandanas, and hoodies.
- Appropriate footwear as defined by your work area must be worn at all times
- No sweatpants or spandex
- Shorts and skirts can be no more than three inches above the knee (and shorts can be no more than three inches below the knee).
- Name tags are required for all shifts (you should wear the one that was given to you by the department with your name).

**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)
- Closed toed shoes

Event Managers

- Staff polo
- Khaki or dress pants/skirts (No jeans or shorts)

Setup Crew

- No shorts
- Closed toed shoes

AV Technicians

- No shorts
- Closed toed shoes

## **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. 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 Real Estate and Property Risk Management: (860) 486-4896. Property claims procedures are outlined on <http://insurance.uconn.edu/FAQ.html>.

## **Punctuality**

Arrive up to ten minutes (and only ten minutes) before your scheduled shift. Coming in early to sign in, check your mailbox and check in with your supervisor or the Building Manager on duty, allows the person you are relieving to leave on time. If you must be late, be courteous and call your supervisor or the 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**

The Student Union recognizes Student Union employees that fulfill or display exemplary customer service. We encourage our staff to act 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 Safe Rides Service at (860)486-4809. The service provides safe and timely campus and local transportation.

## **Scheduling and Schedule Changes**

The Student Union utilizes an on-line scheduling program, [www.whentowork.com](http://www.whentowork.com), for all student employees scheduling. The published schedule in W2W is the OFFICIAL WORK SCHEDULE and what student employees will be held accountable for.

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 (with permission from their supervisor). 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. Please be aware that employees can only be scheduled for permanent shifts in their primary area.

For some areas (Building Managers, Information Center, Ticket Booth, Event Monitors, SU Ambassadors, A/V 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 (Setup Crew, A/V 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 during semester breaks. Exceptions to this policy may be made by a member of the Student Union Management Team (Monica, Corey, Tony or April).

During semester breaks students may be hired to work outside their normal primary area. If a student works in a secondary area, the student will be paid at the pay rate associated with that position.

Per US Citizenship and Immigrations Service regulations, working more than a student's Visa allows may be a violation of the student's status that could ultimately result in deportation. Please note:

- During the fall and spring semesters, international students may not work more than twenty (20) hours per pay week, Friday through Thursday, in all jobs combined (including graduate assistantships). If employed by more than one department or under multiple payrolls, the

student must arrange his/her schedule with each department and under each payroll so that the combined hours worked in all positions does not exceed twenty hours per pay week.

- During intersession, spring break, and summer, if the student is eligible and intends to register for courses for the next semester, an international student may work full time, up to, but not more than, forty (40) hours per pay week, Friday through Thursday, in all jobs combined.

### **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](http://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 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**

For the health of our community, the use of tobacco products of any kind is not permitted in the Student Union. This includes, but is not limited to: cigarettes; cigars; pipes; pellets; chewing tobacco; E-cigarettes, juuling, vaping and snuff. Consistent with the General Rules of Conduct and Connecticut Laws, smoking is prohibited in all University buildings and vehicles. Smoking is banned within 25 feet of all campus buildings.

### **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 may 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.

## **Trainings**

Trainings for all student employees, scheduled at the beginning of each semester are mandatory. These trainings 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 the Event Production Coordinator and your supervisor in advance to request an excusal form. Failure to notify your supervisor will result in disciplinary action. Forms submitted after the provided deadline will not be accepted. The Student Union employment committee takes all requests seriously and will notify you when a decision has been made.

In addition to these trainings, students are required to complete any mandated trainings in HuskyCT within the first two weeks of the semester or employment pending. Students will be unable to schedule additional shifts until these requirements are complete.

## **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 (from your assigned radio sign out area)

- Always keep the radio on your person. If your radio is lost, stolen or damaged tell the Building Superintendent or 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. These workshops are educational and provide our student employees another positive benefit of working here in the Student Union. The department will offer several workshops each semester during various student staff area meetings. All student employees will be invited to attend and will be paid for their attendance.

Edited August 2018

## UConn Student Union 2018 - 2019 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.**