



Department of Campus Life
Student Employee Manual
2009-2010

Department of Campus Life
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WELCOME

Congratulations on your appointment as a student employee in the Department of Campus Life and welcome to the Campus Life team. As a team, the Campus Life staff provides a wide range of high quality programs and services to the campus community. As a team member, you will play a central role in helping the entire team to successfully meet the challenge of responding to the varied and complex needs of students, faculty, staff, and campus visitors.

The purpose of this manual is to serve as a general resource to assist you in successfully fulfilling your role as a member of the Campus Life team. However, this manual is only a starting point for your success. Open, active, and constructive communication between you, your supervisor, and other team members is also essential. Please take advantage of every opportunity to contribute to the success of the entire team by communicating your ideas, compliments, suggestions, and concerns in a constructive manner.

Quite often you will be on the "front line" dealing directly with the users of our services. In this capacity, you will provide the first impression that members of the campus community and visitors to the campus receive when they use Campus Life services or participate in Campus Life programs. Likewise, you will play a critical role in responding to and resolving customer service issues. Therefore, your success as a team member is important not only to the users of Campus Life services, but also to the team itself.

Again, welcome to the Campus Life team. We are glad you have chosen to work with us and we look forward to working with you.

DISCLAIMER

This manual has been prepared to provide you with basic information about the Department of Campus Life, general expectations and responsibilities of all Campus Life student employees, and specific policies and procedures related to your employment. The policies and procedures described in this manual should not be considered an employment contract. The Department of Campus Life reserves the right to improve, add, delete, or otherwise modify the contents of this manual, in whole or in part, at any time. Major changes to this manual will be published and distributed to all Campus Life student employees.

At any time, should you have questions regarding the contents of this manual, please take the time to discuss them with your supervisor.

ACKNOWLEDGEMENTS

The creation of this manual has been a collaborative effort within the Department of Campus Life. However, special acknowledgement is extended to Maggie Dorsey who is responsible for researching and suggesting the content areas that have been included in this document and for writing the first draft.

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INTRODUCTION

When you were hired as a member of the Campus Life team, you assumed the responsibility to learn about and perform your job to the best of your ability. Likewise, your supervisor assumed the responsibility to provide you with the job knowledge and training necessary for you to be successful. Helping you learn to perform your job well is an on-going responsibility mutually shared by you, your supervisor, and the rest of the Campus Life team.

This resource manual provides basic information about general expectations and responsibilities of all student employees and specific policies and procedures related to your employment. Please take the time to read this manual in its entirety. Doing so is the first step toward becoming a successful team member. Should you have questions about your job or the contents of this manual, take the time to discuss them with your supervisor.

The most valuable team members not only know how to do their jobs well, but also take the initiative to continually learn more and, in turn, use that knowledge to enhance their skills and abilities. Team members who know their jobs, do them well, and continually improve their performance earn the respect of the customers they serve, their supervisors, and the rest of the team.

DEPARTMENT OF CAMPUS LIFE

Statement of Purpose

The Department of Campus Life creates opportunities for learning and student success through active campus involvement. To fulfill this duty, Campus Life collaborates with student organizations, student leaders, and the campus community to foster the exchange of creative ideas, the discovery and construction of knowledge, and the celebration of accomplishments. This vibrant form of learning contributes directly to establishing positive peer relationships, enhancing a student's sense of belonging at the College, and achieving higher levels of academic success.

The department also has an obligation to meet the needs of the general campus community and campus visitors. To effectively meet this challenge, the department is divided into six functional areas—Main Office, Event Management, Student Involvement, Campus Recreation, Skate Shop, and Box Office—that collaborate in the delivery of a wide variety of activities, programs, and services.

Overview of Functional Areas

Provided below is an overview of each of the six areas that comprise the Department of Campus Life. An organizational chart for the department is illustrated in Appendix A and a summary of the programs and services provided by each area is shown in Appendix B.

Campus Life, Main Office – 121 Campus Center

The Main Office provides administrative support for the department including strategic planning, program development, marketing and communications, and policy formation. The Main Office also coordinates Campus Center programming, Family & Friends Weekend, and digital signage in the campus center.

Event Management – 121 Campus Center

Event Management coordinates the general operation of the Campus Center, the use of meeting space in Sheldon Hall and Hewitt Union, and provides a variety of services to student organizations, administrative offices, academic departments, and external event sponsors including facility reservations, event planning assistance, audio-visual and other event support.

Campus Recreation - 101 Lee Hall

Intramural sports, sport clubs, and open recreation programs provide students, faculty and staff with opportunities to participate in a wide variety of formal and informal activities designed to promote health and wellness. Services offered by Campus Recreation include facility reservations and general assistance to sport clubs.

Student Involvement, The Point – 101 Campus Center

This office produces a variety of services to help students and their advisors maximize involvement and enhance the overall success of student organizations. Available services include training, education, and development workshops to aid students and advisors in the effective practice of organization development. In addition to assisting faculty/staff advisors in building strong and productive relationships with the organizations they advise, Student Involvement coordinates the annual registration process for student organizations, the annual Student Involvement Awards, the annual ALANA (African, Latino, Asian, and Native American) Student Leadership Conference, and the Leadership Development Series.

Skate Shop – C024 Campus Center

The Skate Shop coordinates noon and evening Open Skate session and provides skate rental and skate sharpening services.

Campus Center Box Office – C109 Campus Center

The Campus Center Box Office is the place to purchase tickets for hockey games, concerts, student organization events, and other Campus Center activities. The Box Office also manages the Student Association's Check Cashing service and the College's Off-Campus Travel services.

Department Mission and Core Values

The Department of Campus Life structures learning opportunities for students that facilitate active campus involvement and improve those intellectual and social competencies necessary to assume a productive role in society. We partner with others in the College community to help students establish a strong sense of belonging within the College and enrich their overall educational experience.

The **core values** to which the department adheres to are:

- respect for one another
- cooperation and collaboration
- intellectual growth
- creative imaginings
- pride in a job well done

Please assist the department in achieving its mission by upholding and incorporating the core values into your interactions with customers, other campus departments, and other team members.

GENERAL RESPONSIBILITIES AND EXPECTATIONS

The following general responsibilities and expectations apply to all students employed by the Department of Campus Life. Your supervisor may have additional responsibilities and expectations that complement or expand upon those outlined below.

Job Satisfaction

If you find that you are unhappy about any aspect of your employment with the Department of Campus Life, please take the time to discuss the situation openly and constructively with your supervisor. Bear in mind, however, that your supervisor does have the right to define reasonable expectations regarding your duties and responsibilities and your performance. Your supervisor also has the right to institute reasonable employment policies and procedures to ensure the efficient and orderly operation of the services, programs, and activities for which she/he is responsible. After discussing your concerns with your supervisor, should the matter not be resolved to your satisfaction, please contact the Director of Campus Life to assist you in reaching a solution that is mutually agreeable between you and your supervisor.

Employment Skills

Your employment while a student provides an important link between your education and your employment after graduation. Prospective employers will want to know what transferable knowledge, skills, and abilities you have gained while a student at Oswego State. Your employment with the Department of Campus Life will provide you with many opportunities to gain valuable work experience. As you interact with customers, your supervisor, and other team members in a professional setting, you will have the opportunity to improve your knowledge and skills in the following areas:

| | |
|-------------------|--|
| Adaptability: | Ability to cope with a variety of situations and people. |
| Assertiveness: | Ability to stand one's ground, insist upon one's rights, or confront situations without being aggressive. |
| Capacity to Work: | Ability to quickly and accurately perform multiple tasks for long time periods, or under difficult situations. |

| | |
|----------------------------|---|
| Creativity: | Ability to conceptualize, develop, synthesize, and produce innovative ideas. |
| Critical Thinking: | Ability to ask for the whys behind policies and procedures. |
| Decision Making: | Ability to take existing information, analyze problems, and be willing and confident to make a decision. |
| Delegation: | Ability to identify and develop a shared job responsibility. |
| Dependability: | Ability to meet the demands of others; ability to be relied upon. |
| Drive: | Ability to self-motivate, initiate action, and exert energy. |
| Enthusiasm: | Ability to generate spontaneous energy in support of a goal or task. |
| Initiative: | Ability to take responsibility for beginning and originating, to think and act without being urged. |
| Listening/Understanding: | Ability to attend to the messages of others. |
| Persistence: | Ability to deal with roadblocks and setbacks while still pursuing the original goal. |
| Planning and Organization: | Ability to set goals and organize your time to accomplish these goals. |
| Pride: | Appreciation and sense of value as a member of the Campus Life team and as member of the Oswego State campus community. |
| Problem Analysis: | Ability to creatively solve problems and come up with viable solutions. |
| Relationship Building: | Process of creating or developing connections among individuals and groups of people. |
| Resourcefulness: | Ability to utilize all resources available including those not obviously apparent. |
| Self-Discipline: | Ability to monitor and control one's actions. |
| Tolerance for Risk: | Willingness to try something without assurance of success or improvement. |
| Tolerance for Stress: | Ability to cope with stressful situations and still get the job done. |

Adapted from: Ithaca College

If there are specific knowledge, skills, and abilities that you are seeking to develop in preparation for employment after graduation, please make your supervisor aware of your desire to gain such experience. Wherever possible, your supervisor will attempt to assist you in gaining the transferable knowledge, skills, and abilities you are seeking.

Choosing Your Attitude

As a member of the Campus Life team you will come in contact with a wide variety of people in a wide range of circumstances. All of the people who use Campus Life

services or participate in Campus Life programs are important. Your attitude toward others will create for them a lasting impression of the Department of Campus Life. Please treat our customers and other team members with the same respect and courtesy that you would expect if your roles were reversed.

Tips for Presenting a Positive Image

- treat others with respect (*i.e.*, in the same manner that you would expect to be treated);
- be polite and attentive to the needs, concerns, comments, and suggestions of our customers. If you don't know the answer to a customer's inquiry, refer the customer directly to someone who can respond in an accurate and timely manner;
- speak confidently, speak clearly, and make eye contact;
- use positive body language;
- be enthusiastic and smile.

Professional Conduct

To ensure the efficient operation of all Campus Life services and to ensure the safety and well-being of all participants in Campus Life programs, the following expectations regarding professional conduct have been established. These expectations are not intended to restrict the rights and activities of student employees but are intended to maintain a rational and civil environment for the customers we serve and the rest of the Campus Life team.

- work all shifts as scheduled, report to work on time, and remain throughout the duration of all scheduled shifts;
- act competently and conscientiously in the performance of assigned duties and responsibilities;
- communicate constructively with your supervisor and other team members;
- respond to customer needs and inquiries with courtesy and respect;
- keep personal phone calls and visits from friends to a minimum (including emailing, cell phone calls and instant messaging);
- do not use profane, obscene, or abusive language;
- do not report to work under the influence of alcohol or illegal drugs;
- do not use or possess alcohol or illegal drugs while at work;
- comply with all departmental policies and procedures, published Oswego State policies, and local, state, and federal laws;
- where applicable, maintain confidentiality;
- actively contribute to the success of the entire Campus Life team.

Personal Appearance

All students employed by the Department of Campus Life are expected to dress in a manner that will present a favorable public image of the department to the campus community and campus visitors. The nature of your position will determine the appropriate attire to be worn while at work. Any requirements regarding a specific dress code will be reviewed with you by your supervisor.

Lifeguards – shorts, lifeguard shirt or t-shirt, bathing suit, flip flops, no shoes, jeans/long pants or street clothes are permitted while guarding.

Sports Officials – appropriate athletic wear with sneakers, whistle, referee shirt. No boots or sandals permitted.

Cell Phones

Keep in mind that you are at work in a professional setting. Unless it is work related students should not be on Facebook and cell phones. It is highly recommended to turn off your cell phone before starting your work shift. If you feel you must leave it on for special circumstances, please talk to your supervisor and keep calls and texting to an absolute minimum.

All lifeguards and Sports Officials are not permitted to be on cell phones at any time during your shifts unless it is an emergency. If a lifeguard has an emergency please contact the front desk.

MP3 and iPods

Keep in mind that you are at work in a professional setting. Please turn off all MP3 and iPod players when appropriate. Lifeguards, Front Desk staff and Sports Officials should not be using MP3 players while on duty. Contact your supervisor for specific direction about playing music or using your MP3 players at work.

Maintenance and Housekeeping

Just as the attitude, professional conduct, and personal appearance of team members contribute to the overall impression others have of the Department of Campus Life, so too does the appearance of the department's facilities. In order to present the most favorable impression of the department to the campus community and campus visitors, all team members are expected to assist, as follows, in maintaining the cleanliness and safety of our facilities.

1. Keep all work areas neat and clean. Place all trash and recyclable items in proper receptacles.
2. Pick up trash, and other discarded items found in hallways and other public areas and dispose of them properly.

When responding to maintenance or housekeeping situations DO NOT place your personal safety at risk. Follow the protocols outlined below to initiate corrective action.

3. Notify your supervisor or the custodian on duty immediately if you discover:
 - a. a spill or housekeeping condition other than trash or discarded items;
 - b. any hazardous material or other condition that may pose a danger to you or users of the facility;
 - c. if your supervisor or the custodian on duty are not available, contact University Police (extension 5555) to report the problem;
 - d. if necessary, while waiting for corrective action, take steps to reduce exposure to the hazardous situation (*e.g.*, post a sign or close the area).

4. Notify your supervisor immediately of any maintenance issues requiring attention (*e.g.*, leaks, damaged or malfunctioning equipment, broken windows).
5. Report any emergencies or life threatening situations (*e.g.*, serious injury, fire, bomb threat) to University Police (extension 5555).

Recycling

Oswego County mandates recycling of glass, metal, container plastics, paper beverage cartons, most paper, corrugated cardboard (including pizza boxes), household batteries, brown bags, newspapers and magazines. All students employed by the Department of Campus Life are expected to deposit recyclable materials in appropriate recycling containers and to encourage the users of Campus Life facilities to do the same. Check with your supervisor to determine the recyclable materials collected in your workplace and the location of appropriate recycling containers.

Team Communication

Open, active, and constructive communication between you, your supervisor, and other team members is essential to the success of the entire Campus Life team. Please take advantage of every opportunity to contribute to the team's success by communicating your ideas, compliments, suggestions, and concerns in a constructive manner.

At any time, should you have questions or concerns about your employment with the Department of Campus Life, please take the time to discuss them with your supervisor.

Policy Enforcement

Policy enforcement may be one of the most difficult aspects of your job. It is also one of the most important. Creating and maintaining a rational, civil, and safe environment for the customers we serve is the principle upon which each of our policies and procedures is based.

Enforcing a policy takes courage, confidence, and commitment. It is not always easy to confront a disruptive individual or to tell a customer "no." Sometimes it may seem easier and more convenient to "look the other way" rather than confront disruptive behavior or to "give in" rather than saying no to a difficult customer. When a team member chooses to "look the other way" or to "give in," it creates an inconsistent situation that is troublesome for everyone including the rest of our customers and other team members.

The most effective team members are those who find the courage and the confidence to take charge of a situation and who are committed to the consistent enforcement of policies. Consistent policy enforcement will foster respect from customers and other team members. On the other hand, inconsistent enforcement will create confusion, anger, and frustration from our customers and the Campus Life team.

Good Judgment

From time to time you may be asked by a customer or team member to respond to circumstances that fall outside of established operating procedures. As a team member you should feel empowered to use your discretion to render knowledgeable and appropriate decisions. If you do not feel comfortable responding to a specific circumstance, refer the situation to your supervisor. However, should your supervisor not be available, should the situation be urgent, or should you feel comfortable making a decision, you will need to use your judgment to choose the best response from a number of alternatives. In most situations, the best alternative can usually be determined using the following guidelines:

1. Determine what departmental policies and procedures pertain to the circumstances at hand. Why do these policies and procedures exist?
2. Try to recall if similar situations have occurred in the past. How were they resolved? What was the result?
3. Investigate what alternatives are available to resolve or respond to the situation.
4. Determine which of the available alternatives is most consistent with established policies and procedures.

If you've used your discretion to make a decision, please be sure to inform your supervisor of the circumstances surrounding the situation, the final outcome, and how you arrived at your decision.

Confidentiality

Some student employee positions within the Department of Campus Life may have access to confidential information. In general, confidential information may not be discussed with anyone including relatives, friends, or other Campus Life employees. In some cases, the release of confidential information may be governed by specific laws. Confidential information may only be discussed with others when it is necessary in the normal course of the performance of your assigned duties and responsibilities. Your supervisor will review specific expectations regarding the proper handling of confidential information with you.

Use of Office Equipment and Office Supplies

Office equipment (*e.g.*, telephones, computers, printers, photocopiers, fax machines, cameras, camcorders) and office supplies are only to be used in the performance of assigned duties and responsibilities. Your supervisor is responsible for determining and authorizing the use of office equipment required to perform your duties and responsibilities and will review with you the proper operation of such equipment. Personal use of office equipment and office supplies is not permitted.

Notify your supervisor immediately about any office equipment in need of maintenance or repair.

Telephone Access Codes

In the normal course of the performance of their assigned duties and responsibilities, some student employees may be required to make telephone calls or transmit faxes off campus. A student employee needing such access will be provided or issued a

business telephone access code by his/her supervisor. Business telephone access codes must be kept confidential and may not be disclosed to others. If you are provided or issued a business telephone access code and you suspect that an unauthorized individual knows your access code, notify your supervisor immediately so that the access code can be deactivated. The use of business telephone access codes to make personal telephone calls or to send personal faxes is not permitted. Student employees may be held financially responsible for all personal calls made using a business telephone access code.

Passwords

In the normal course of the performance of their assigned duties and responsibilities, some student employees may be required to access a computer or computer network that requires a password. A student employee needing such access will be issued a password by his/her supervisor. Passwords must be kept confidential and may not be disclosed to others. If you are issued a password and you suspect that an unauthorized individual knows your password, notify your supervisor immediately so that the password can be deactivated. Personal use of computers or computer networks protected by passwords is not permitted.

Pass Codes and Combinations

In the normal course of the performance of their assigned duties and responsibilities, some student employees may be required to access a locked storage area protected by a pass code or combination (*e.g.*, a safe). A student employee needing such access will be provided or issued a pass code or combination by his/her supervisor. Pass codes and combinations must be kept confidential and may not be disclosed to others. If you are provided or issued a pass code or combination and you suspect that an unauthorized individual knows your pass code or combination, notify your supervisor immediately so that the pass code or combination can be deactivated. Personal use of locked storage areas protected by pass codes or combinations is not permitted.

Keys

In the normal course of the performance of their assigned duties and responsibilities, some student employees may be issued keys by their supervisor. Keys must be kept safe and secure at all times and may not be used by others without proper authorization. If you are issued keys and you suspect that you have lost or misplaced your keys, notify your supervisor immediately. Personal use of areas protected by keys is not permitted. Student employees may be held financially responsible for the replacement of lost keys or the changing of locks necessitated by the loss of keys.

Upon termination of employment with the Department of Campus Life, all keys issued must be surrendered to the appropriate supervisor.

CUSTOMER SERVICE

Quite often you will be on the "front line" dealing directly with the users of Campus Life services. In this capacity, you will provide the first impression which members of the campus community and visitors to the campus hold of the Department of Campus Life

and its staff. Each of our customers should receive prompt and courteous attention under all circumstances.

The concept of customer service is easy to grasp. We can all recall situations in which we have received excellent or poor customer service. Good customer service means serving customers in respectful and enthusiastic ways that meet their expectations. However, good customer service does not mean, "the customer is always right." There are limits to the services that the Department of Campus Life can reasonably deliver to campus community and campus visitors. The policies and procedures of the department should serve as a guide to you to help determine what expectations are reasonable and how you can best respond to those expectations in a respectful and enthusiastic manner. Therefore, you will play a critical role in responding to and resolving customer service issues.

The Department of Campus Life serves a wide variety of customers including students, faculty, staff, other campus offices, and campus visitors. Despite this variety, all of our customers have similar basic expectations. Each of our customers expects the Campus Life team to interact with them, on the telephone or in person, as follows:

- promptly acknowledge the customer's presence with a professional greeting;
- listen attentively to the customer's request or concern;
- respond with helpful, friendly, and enthusiastic service;
- provide accurate and timely information or refer the customer directly to someone who can;
- clarify policies and procedures;
- provide honest estimates on possible problems or delays;
- offer ideas, suggestions, or additional information—if appropriate;
- follow up as promised or as necessary;
- maintain a courteous and professional manner (even if the customer is or becomes agitated);
- if appropriate, thank the customer for the opportunity to be of service.

Adapted from: Cathcart, J., (1989), "The Platinum Rule,"
Training and Development Journal, p. 20.

Please take advantage of every opportunity to contribute to the success of the Campus Life team by upholding and incorporating the above guidelines into your interactions with customers.

Communication with Customers

One of the keys to good customer service is good communication. Generally, the communication process is composed of four steps:

1. the speaker thinks a thought
2. the speaker speaks the thought
3. the listener hears the thought
4. the listener interprets the thought

Problems can arise in the communication process if the speaker and the listener are not attentive to each other and careful in how they approach their roles. As you communicate with customers, you will act as a listener and as a speaker. Below are some tips to aid you in these roles as you communicate with customers.

As a listener:

- it is important to be attentive and accurately interpret what the speaker is attempting to communicate;
- if appropriate, ask fact-finding questions (who, what, where, when, why, and how) to clarify your understanding of what the speaker is trying to communicate;
- from time to time, reflect back to the speaker your interpretation of what they are trying to communicate.

As a speaker:

- it is important to be clear, concise, knowledgeable, and accurate;
- if appropriate, check with the listener to be sure your message is being accurately interpreted;
- avoid the use of jargon (technical words or phrases) or other terms that the listener may not understand.

Guidelines for Responding to Difficult Customers

At times when you may need to respond to a belligerent or aggressive customer, remember that the customer is probably angry. Despite the customer's attitude, treat them politely and with respect. Attempt to diffuse the customer's anger using the following guidelines:

1. Do not take expressions of anger too personally. Remind yourself that, in the heat of the moment, people sometimes say things they do not really mean.
2. Discuss choices. Angry people sometimes feel like helpless victims of circumstances. Making them more aware of the options they possess can allow them to feel a greater degree of power and control over the situation.
3. Focus on future goals rather than past gripes. The past cannot be changed. Focusing on the future can be helpful in getting angry people to assume a forward-moving, proactive stance in dealing with their problems and frustrations. It can aid them in taking personal responsibility for their circumstances rather than merely blaming others for what has already occurred.
4. Act in a non-defensive manner. Angry people may expect that their expressions of anger will be met with defensiveness or counterattacks. Surprise them by not assuming the role of an adversary. Instead, act in ways which show that you wish to understand their situation: listen, convey empathy, and ask questions.
5. Use the name of the angry person. Anger is sometimes expressed most intensely when people feel anonymous. Angry or irate people can feel a greater need to act reasonable when they are reminded that you know them personally (*e.g.*, when they cannot hide behind a shield of anonymity).
6. Move interactions into private settings (*e.g.*, behind closed doors). In public settings, angry people can feel pressured to come across as the victim in their

interactions with you. If you meet with them privately, they may find it easier to view your meeting as an opportunity for exploration, for mutual understanding, or for brainstorming.

Adapted from materials written by Craig J. Vickio, Counseling Center,
Bowling Green State University

Steps in Handling a Customer Complaint

Sometimes just listening and making a genuine effort to understand a customer's point of view may be all that is necessary to effectively handle a customer's complaint. At other times, it may be necessary to take specific action to resolve a complaint. In those situations, use the following steps as a guide to assisting customers with complaints.

1. Listen to what the customer has to say:
 - accept the customer's feelings as valid;
 - refrain from saying things like, "there is no reason to be angry about this;"
 - allow the customer to vent his/her feelings;
 - remember, the customer is not attacking you as a person but is reacting emotionally to a stressful situation;
 - remain calm and maintain a courteous and professional manner;
 - if necessary, move your conversation with the customer to a more private setting;
 - try not to interrupt.
2. Clarify the complaint:
 - after allowing the customer to fully express his/her feelings, reflect your understanding of the complaint to the customer;
 - if necessary, ask fact-finding questions (who, what, where, when, why, and how) to clarify your understanding of what the customer is trying to communicate.
3. Search for a solution:
 - ask the customer to identify reasonable solutions to the situation;
 - if appropriate, offer suggestions;
 - work toward achieving a resolution that is mutually agreeable between you and the customer.
4. Take action:
 - apologize for any inconvenience even though the situation may not have been your fault;
 - if you cannot resolve the complaint, refer the customer to someone who can;
 - if you can resolve the complaint, do so immediately.
5. Follow through and follow up:
 - follow through on the resolution mutually agreed upon by you and the customer;

- if you referred the customer to another team member, follow up with the team member to find out how the complaint was resolved;
- inform your supervisor of the complaint and the resolution.

EMPLOYMENT POLICIES

The following general employment policies and procedures apply to all students employed by the Department of Campus Life. Your supervisor may have additional policies and procedures that complement or expand upon those outlined below.

Eligibility

To be employed by the Department of Campus Life, a student must be enrolled at the undergraduate or graduate level at Oswego State. In addition, a student must be in good academic standing and in good judicial standing with Oswego State.

Within the context of your employment with the Department of Campus Life:

- Good academic standing means that you have a cumulative grade point average of 2.0 or greater. This criterion does not apply to undergraduate or graduate students in the first semester of their first year of study.
- Good judicial standing means that you are not serving a judicial sanction, as imposed by the Office of Judicial Affairs, or charged with misconduct, stemming from a violation of the Code of Student Rights, Responsibilities and Conduct, reasonably related to the performance of assigned duties and responsibilities.

Hiring Process

Unless otherwise advertised, most hiring of student employees by the Department of Campus Life occurs during the first three weeks of the academic year. Prospective applicants should pick up application materials from the area in which they are seeking employment.

- Campus Life Office – 121 Campus Center, 312-2301
- Event Management – 121 Campus Center, 312-2301
- Campus Recreation – 101 Lee Hall, 312-3114
- The Point – 101 Campus Center, 312-5420
- Box Office – Campus Center, 312-3073
- Campus Concierge – Campus Center, 312-6789

Completed applications must be received by the designated deadline. Following a review of complete applications, interviews will be conducted with those applicants whose knowledge, skills, abilities, and availability most closely match the qualifications of the open position(s) and open shift(s). Offers of employment will be extended to those applicants whose knowledge, skills, abilities, and availability provide the best fit with the qualifications required for the open position(s) and open shift(s).

As a condition of employment, each student employee will be required to complete, sign, and return a *Release of Academic and Judicial Standing* (see Appendix C) to his/her supervisor prior to being scheduled for work.

In addition, a student employee may be required to complete other employment paperwork including, but not limited to, federal and state tax forms (W-4) and an Immigration Reform Control Act form (I-9). Any other specific paperwork required to complete the hiring process will be reviewed with each student employee by his/her supervisor.

Contact Information

Each student employee is responsible for notifying his/her supervisor at any time a change occurs in his/her name, surface mail address, e-mail address, and phone number. This information is critical for maintaining clear channels of communication.

Scheduling

Scheduling student employees for specific shifts can be a complex and time consuming process. This task is handled in a variety of different ways throughout the Department of Campus Life. The process used by your supervisor to schedule student employees will be reviewed with you at the time you are hired. At no time will you be required to miss a class in order to work.

Schedule Changes

In the event that you cannot work a scheduled shift, it is your responsibility to make arrangements for a substitute and communicate the schedule change to your supervisor in advance of the scheduled shift. Your supervisor will review specific policies and procedures regarding scheduling changes with you.

If you agree to substitute for another student employee then you are considered to be "scheduled" for that shift.

Training

Fall training sessions for both new and returning student employees may be held at or before the start of each academic year. These training sessions may be mandatory for certain student employees and all such student employees will be required to attend. Specific information regarding the dates, times, and locations of fall training sessions will be communicated to you, with reasonable advance notice, by your supervisor.

In addition, periodic workshops may be scheduled by your supervisor as an in-service training or staff development. Attendance at these workshops may be mandatory and all student employees will be required to attend. Reasonable notice of the dates, times, and locations of these workshops will be provided to you by your supervisor in advance.

Staff Meetings

Area staff meetings may be held regularly. Attendance at these meetings is mandatory and all student employees will be required to attend. Reasonable notice of the dates, times, and locations of these meetings will be provided to you by your supervisor in advance.

Reporting to Work

Each student employee is expected to report to work in sufficient time to be prepared to begin working at the start of each of his/her scheduled shifts. Specific requirements regarding reporting to work will be reviewed with you by your supervisor.

Tests and examinations are part of your regular coursework and are announced by faculty in advance. You should not request time off from a scheduled shift in order to prepare for tests and examinations.

In the event that you cannot work due to illness or emergency, it is your responsibility to notify your supervisor in advance of your scheduled shift, but no later than the time the shift is to begin. Likewise, in the event that you will be late for work, it is your responsibility to notify your supervisor in advance of your scheduled shift, but no later than the time the shift is to begin. In each case, you are also responsible for notifying your supervisor of the expected length of absence or delay in arriving to work and providing the specific reason for your absence or delay in arriving to work.

You will be considered absent if you fail to report for work or if you fail to remain at work throughout the duration of a scheduled shift without being dismissed by your supervisor. Chronic absences, including tardiness, constitute an unsatisfactory attendance record and may be grounds for termination of employment. Chronic absence is defined as being absent from, or tardy to, three (3) or more shifts in a thirty (30) day period.

Corrective Discipline

If your supervisor feels there is a problem regarding the performance of your assigned duties and responsibilities, he/she will speak with you directly and discretely regarding that concern. If the concern is of a serious nature or continues to be a problem, your supervisor may, at his/her discretion, impose an appropriate corrective disciplinary action outlined below.

The starting point for all corrective discipline will be a meeting between you and your supervisor. The purpose of the meeting is to allow the supervisor to present his/her concern(s) and to provide you the opportunity to respond to the concern(s). Based upon the outcome of the discussion, your supervisor will determine whether corrective discipline is necessary, and if so, which action will be taken.

Verbal Warning

A verbal warning brings the problem to the attention of the employee, stresses the seriousness of the situation, and presents suggestions or instructions to resolve or correct the problem. Should the problem continue, more serious disciplinary action may be taken.

Procedure: The student employee will meet with his/her supervisor to discuss the supervisor's concerns. At the discretion of the supervisor, a record of the meeting may be placed in the student employee's personnel file. The record of such a meeting should summarize the nature and circumstances of the supervisor's concern(s), the student employee's response, and the outcome

of the meeting including suggestions or instructions to resolve or correct the problem.

Examples of situations that may result in a verbal warning include, but are not limited to:

- reporting to work up to, and including, ten (10) minutes late;
- failure to abide by the general responsibilities and expectations as outlined in this manual or otherwise established by a supervisor.

Written Warning

A written warning documents the occurrence and severity of a problem and usually warns that, should the problem continue more serious disciplinary action will be taken.

Procedure: The student employee will meet with his/her supervisor to discuss the supervisor's concerns. Following the meeting, the supervisor will issue a written warning to the student employee summarizing the nature and circumstances of the supervisor's concern(s), the student employee's response, and the outcome of the meeting including suggestions or instructions to resolve or correct the problem. In addition, the written warning will indicate that, should the problem continue, more serious disciplinary action will be taken. A copy of the written warning will be placed in the student employee's personnel file.

Examples of situations that may result in a written warning include, but are not limited to:

- reporting to work more than ten (10) minutes late;
- any unexcused absence from work, training, or a staff meeting;
- failure to abide by the general responsibilities and expectations as outlined in this manual or otherwise established by a supervisor;
- any minor violation of Campus Life policies and procedures while at work;
- any minor violation of published Oswego State policies while at work.

Suspension of Employment Without Pay

Suspension of employment impresses upon the student employee that a behavior or performance problem must be corrected or termination of employment may result. Suspension of employment without pay means that the student employee will not be permitted to work at his/her job for a specified period of time not to exceed twenty-one (21) calendar days. If applicable, the student employee may continue to work at other jobs at which he/she is employed by the Department of Campus Life. Suspension of employment without pay begins immediately upon conclusion of the meeting with the supervisor and continues, without interruption, for the duration of time set by the supervisor

Procedure: The student employee will meet with his/her supervisor to discuss the supervisor's concerns. Within twenty four (24) hours of the meeting, the supervisor will issue a letter of suspension to the student employee summarizing the nature and circumstances of the supervisor's concern(s), the student employee's response, and the outcome of the meeting including suggestions or instructions to resolve or correct the problem and the duration

of the suspension of employment without pay. In addition, the letter will warn that, should the problem continue, more serious disciplinary action will be taken. A copy of the letter of suspension will be placed in the student employee's personnel file.

Examples of situations that may result in suspension of employment without pay include, but are not limited to:

- insubordination;
- carelessness or negligence in the performance of assigned duties and responsibilities;
- sleeping while at work;
- chronic absence, including tardiness, from work, training, or staff meetings;
- failure to abide by the general responsibilities and expectations as outlined in this manual or otherwise established by a supervisor;
- any serious violation of Campus Life policies and procedures while at work;
- any serious violation of published Oswego State policies while at work;
- being charged with misconduct, stemming from an alleged violation of the Code of Student Rights, Responsibilities and Conduct, reasonably related to the performance of assigned duties and responsibilities.

Termination of Employment

Serious performance problems, ineligibility for employment, and repeated disciplinary problems will result in termination of employment. Termination of employment means that the student employee will no longer be permitted to work at his/her job. If applicable, the student employee may continue to work at other jobs at which he/she is employed by the Department of Campus Life. Termination of employment begins immediately upon conclusion of the student employee's meeting with the supervisor.

Procedure: The student employee will meet with his/her supervisor to discuss the supervisor's concerns. Within twenty four (24) hours of the meeting, the supervisor will issue a letter of dismissal to the student employee summarizing the nature and circumstances of the supervisor's concern(s), the student employee's response, and the outcome of the meeting including notification that the student's employment has been terminated. A copy of the letter of dismissal will be placed in the student employee's personnel file.

Examples of situations that may result in termination of employment include, but are not limited to:

- insubordination;
- incompetence or inability to perform assigned duties and responsibilities;
- reporting to work under the influence of alcohol or illegal drugs;
- possession or use of alcohol or illegal drugs while at work;
- unauthorized possession of firearms or concealed weapons while at work;
- theft of office equipment, office supplies, or items belonging to customers or co-workers;

- unauthorized or inappropriate use of office equipment, office supplies, telephone access codes, passwords, pass codes, combinations, or keys;
- falsification of payroll;
- unauthorized release of confidential information;
- conduct which endangers self or others;
- conviction of a criminal act or illegal actions reasonably related to conduct relevant to the workplace;
- violation of the Code of Student Rights, Responsibilities and Conduct reasonably related to the performance of assigned duties and responsibilities;
- conduct while not at work that affects job performance or public trust;
- ineligibility for employment;
- lack of funding to continue employment;
- elimination of the position.

Disciplinary Appeals

Appeals from corrective disciplinary action taken by a supervisor shall be directed, in writing, by the aggrieved student employee to the Director of Campus Life within five (5) business days of the student employee's receipt of written notification of the supervisor's decision. The Director of Campus Life shall review the decision on the basis of the facts in the matter and the appropriateness of the disciplinary action. The Director of Campus Life will provide the aggrieved student employee and the supervisor with a written explanation of any modification of the supervisor's decision. The determination made by the Director of Campus Life regarding the appeal will be final.

Resignation

Student employees have the right to resign from employment with the Department of Campus Life. The proper procedure for resigning from employment is to inform your supervisor in writing at least two (2) weeks in advance of the effective date of your resignation.

Temporary Leave of Absence

Any student employee who will be away from campus (*e.g.*, student teaching, study abroad) for no longer than a semester may request a temporary leave of absence from his/her supervisor. The decision whether to grant a leave of absence will be at the discretion of the student employee's supervisor. A student employee granted a leave of absence will be permitted to continue his/her employment upon his/her return to campus, without the need to participate in the hiring process.

Performance Evaluations

Performance evaluations are an important part of the employment process. Evaluations provide an opportunity for each student employee and the student employee's supervisor to review the student employee's strengths and areas needing improvement with regard to the student employee's performance of assigned duties and responsibilities. Specific procedures for performance evaluations will be reviewed with each student by his/her supervisor.

At a minimum, any student employee who has been employed for ninety (90) days or more and who requests to continue his/her employment from the current academic year to the next must be evaluated by his/her supervisor prior to the end of the current academic year. A copy of the written performance evaluation signed by the student employee and his/her supervisor will be placed in the student employee's personnel file. The student employee's signature on the written performance evaluation indicates only that the student employee has reviewed the evaluation and does not necessarily indicate that the student employee is in agreement with the content of the evaluation. A student employee may provide a written rebuttal to his/her supervisor's written performance evaluation. The student employee's rebuttal will be placed in his/her personnel file with the written performance evaluation.

Continuation of Employment

Continuation of employment from one academic year to the next is not automatic nor is it guaranteed. The decision whether to continue a student employee into the next academic year will be made at the discretion of the student employee's supervisor based upon the outcome of the student employee's written performance evaluation and program needs. In most cases, student employees who receive favorable evaluations will be offered continued employment.

PAYROLL POLICIES

The following general payroll policies and procedures apply to all students employed by the Department of Campus Life. Your supervisor may have additional policies and procedures that complement or expand upon those outlined below.

Payrolls

Students employed by the Department of Campus Life are paid from one of three different payrolls depending upon the area in which the student is employed and the job for which the student was hired. These payrolls are:

- Temporary Service - administered by the Payroll Office, 409 Culkin Hall
- Work Study - administered by the Financial Aid Office, 206 Culkin Hall
- Auxiliary Services – administered by Auxiliary Services, 506 Culkin Hall

Each office administering a payroll has its own unique set of policies and procedures regarding rate of pay, reporting hours worked, pay raises, and pay checks. Your supervisor will review the specific policies and procedures of the office administering the payroll applicable to your employment with you.

Should you have questions or concerns regarding your rate of pay, your timesheets, the availability of pay raises, or your paychecks, please contact your supervisor.

Rate of Pay

The starting rate of pay for most student employment positions in the Department of Campus Life is minimum wage. However, those positions that require greater levels of skill or experience and those positions that hold greater responsibility will start at a higher rate of pay. The starting rate of pay for a particular student employment position is determined at the discretion of the office administering the payroll from

which the student is paid, the student's supervisor, or both. Questions regarding starting rates of pay should be directed to the area supervisor.

Reporting Hours Worked

Each office administering a payroll (Temporary Service, Work study, Auxiliary Services) has its own policies and procedures for reporting hours worked. Your supervisor will review the specific policies and procedures applicable to reporting your hours worked with you.

General Expectations

- a. It is the responsibility of each student employee to accurately record and report to his/her supervisor, in accordance with established deadlines, the hours he/she worked during each pay period. A late, incomplete, or inaccurate timesheet will result in a delay in processing and receiving a paycheck.
- b. Timesheets and timecards (where applicable) must be submitted to the appropriate supervisor for verification and approval. Timesheets must not be submitted directly to the office administering the payroll. Timesheets submitted without verification and approval by the appropriate supervisor will result in a delay in processing and receiving a paycheck.
- c. Each student employee is authorized to complete only his/her timecard and/or timesheet. Under no circumstances are student employees permitted to clock in/out or complete timesheets for one another. Clocking in/out or completing a timesheet for another employee is considered falsification of payroll.

Falsification of Payroll

The following situations are considered falsification of payroll and may be grounds for termination of employment:

- misreporting hours worked;
- unauthorized alteration of a timecard or timesheet;
- clocking in/out or completing a timesheet for another student employee;
- allowing another student employee to clock in/out or complete your timesheet.

Pay Raises

Each office administering a payroll (Temporary Service, Work Study, Auxiliary Services) has its own policies and procedures for considering and awarding pay raises. Your supervisor will review the specific policies and procedures applicable for consideration and awarding of pay raises with you.

Generally, when permitted by specific payroll policies and procedures, pay raises are awarded on the basis of merit or longevity. Merit increases are awarded to student employees who have demonstrated consistent outstanding performance of assigned duties and responsibilities. Longevity increases are awarded to student employees who have reached a specific milestone in hours of employment. Check with your supervisor to determine which types of pay raises are available through the payroll applicable to your employment.

Pay Checks

Each office administering a payroll (Temporary Service, Work Study, Student Association) has its own policies and procedures for processing and distributing paychecks. Your supervisor will review the specific policies and procedures applicable to the processing and distribution of your paychecks with you.

Paychecks are distributed by the offices administering payrolls from the following locations:

- Temporary Service: 408C Culkin Hall
- Work Study: 408C Culkin Hall
- Auxiliary Services: 506 Culkin Hall

A student ID is required to claim paychecks. Contact your supervisor for specific pay dates relevant to the payroll under which you are employed.

ANCILLARY POLICIES

Accommodating Individuals with Disabilities

It is the policy of Oswego State, in compliance with Federal law (Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990), to provide reasonable accommodations for qualified individuals with disabilities. The institution and its employees shall comply with all applicable Federal laws and regulations regarding reasonable accommodations necessary to ensure equal opportunity to qualified individuals with disabilities.

It is the policy of Oswego State to make reasonable accommodations for individuals with disabilities on a case-by-case, flexible basis. Accommodations can include issues related to: physical access to settings and facilities, curricular access, and/or fair conditions for student assessment. Individual needs for accommodations might be addressed in various ways including:

- Materials (e.g. digital texts, digital class materials and handouts)
- Tools (e.g. computers and software)
- Support (e.g. note takers, interpreters)
- Individual conditions (e.g. extended time for test, quiet location)
- Physical/structure features (e.g. elevators, furniture)

Programs are expected to have the flexibility and capacity to provide reasonable accommodations when needs arise.

Otherwise qualified individuals with documented disabilities (as defined by applicable state and federal regulations), are eligible to request reasonable accommodations. The responsibility for initiating a request for accommodations lies with the individual with a disability. Every individual making a request for reasonable accommodations must provide sufficient documentation to support his or her request. Submitted documentation must be from an appropriate, qualified professional. In accordance with federal and state regulations, Oswego State will treat disability-related information in a confidential manner.

Excerpted from the policy on Accommodating Individuals with Disabilities,
2007-2008 Student Handbook, SUNY Oswego, p. 66

The entire policy on *Accommodating Individuals with Disabilities* can be found on pages 66-68 of the *2007-2008 Student Handbook*, SUNY Oswego.

Acquired Immune Deficiency Syndrome

Out of concern for individual and community welfare, the Oswego State has adopted the following policy on AIDS (including Acquired Immune Deficiency Syndrome and Human Immunodeficiency Virus Infection).

Public health officials currently consider education as the best method of preventing the spread of AIDS and minimizing unwarranted fear and anxiety about the disease. Oswego State recognizes that its primary response to AIDS must be education. Oswego State will sponsor campus-wide educational programs on this disease. Wherever possible, these programs will be available to the general public as well as to students, faculty, and staff.

The best current medical evidence indicates that restrictions need not be placed on the employment, enrollment, or residential status of people with AIDS, whether they are symptomatic or not, as long as their health enables them to perform the duties and activities required as students or employees. Special accommodations for people who are immunologically compromised will be made on an individual basis. Oswego will respect the individual's right to privacy and confidentiality.

Oswego State considers AIDS a medical condition falling within the definition of a disability in the Human Rights Law. Discrimination based on AIDS will not be condoned in the Oswego community.

The policy for dealing with members of the Oswego State community with AIDS must reflect the best available knowledge about the disease. Oswego State, therefore, reserves the right to modify policy in response to medical, legal and scientific advances. General principles in forming this policy are the health and safety of all individuals; the right to privacy; the need to respond flexibly on a case-by-case basis; and adherence to the recommendations of the Surgeon General of the U.S. Public Health Service and the Centers for Disease Control (CDC).

Taken from the policy on Acquired Immune Deficiency Syndrome,
2003-2004 Student Handbook, SUNY Oswego, p. 64

Computer and Network Acceptable Use

The Oswego State campus network provides networking services in support of the educational mission of Oswego State. It is the responsibility of each member of the campus community to use these services appropriately and in compliance with all campus, local, state and federal laws and regulations. Access is a privilege that can be revoked due to misuse.

Excerpted from the policy on Computer and Network Acceptable Use,
2003-2004 Student Handbook, SUNY Oswego, p. 94

The entire policy on *Computer and Network Acceptable Use* can be found on pages 94-95 of the *2003-2004 Student Handbook*, SUNY Oswego.

Discrimination

Oswego State is an academic community, which celebrates cultural diversity and supports the dignity of all individuals. One of Oswego's goals is to enhance the campus community's awareness and appreciation of the diversity of cultural experiences, abilities, and relationship preferences, which are represented within the population of faculty, students, and staff. Ideally, each student will develop into an active citizen, capable of participating in a positive manner in a complex, pluralistic society.

Oswego State has issued nondiscrimination policies, which protect members of Oswego's workforce and student population. Furthermore, since this institution receives both federal and State funding, discrimination toward students as well as employees on the basis of race, creed, color, national origin, age, sex, affectional orientation, disability, or marital status is illegal and can be redressed through institutional procedures, which conform to State and Federal statutes.

Excerpted from the policy on Discrimination,
2003-2004 Student Handbook, SUNY Oswego, pp. 96-97

The entire policy on *Discrimination* can be found on pages 96-97 of the *2003-2004 Student Handbook*, SUNY Oswego.

Drug-Free Workplace

Oswego State has the responsibility to uphold the Federal Drug-Free Workplace Act of 1988. Therefore, all employees are hereby notified that the abuse, unlawful possession and distribution of alcohol, and/or the use, possession, distribution or manufacture of controlled substances, drug paraphernalia, and marijuana, except under legal medical prescription, is prohibited in all Oswego State locations.

Excerpted from the policy on Alcohol and Other Drugs,
2003-2004 Student Handbook, SUNY Oswego, p. 86

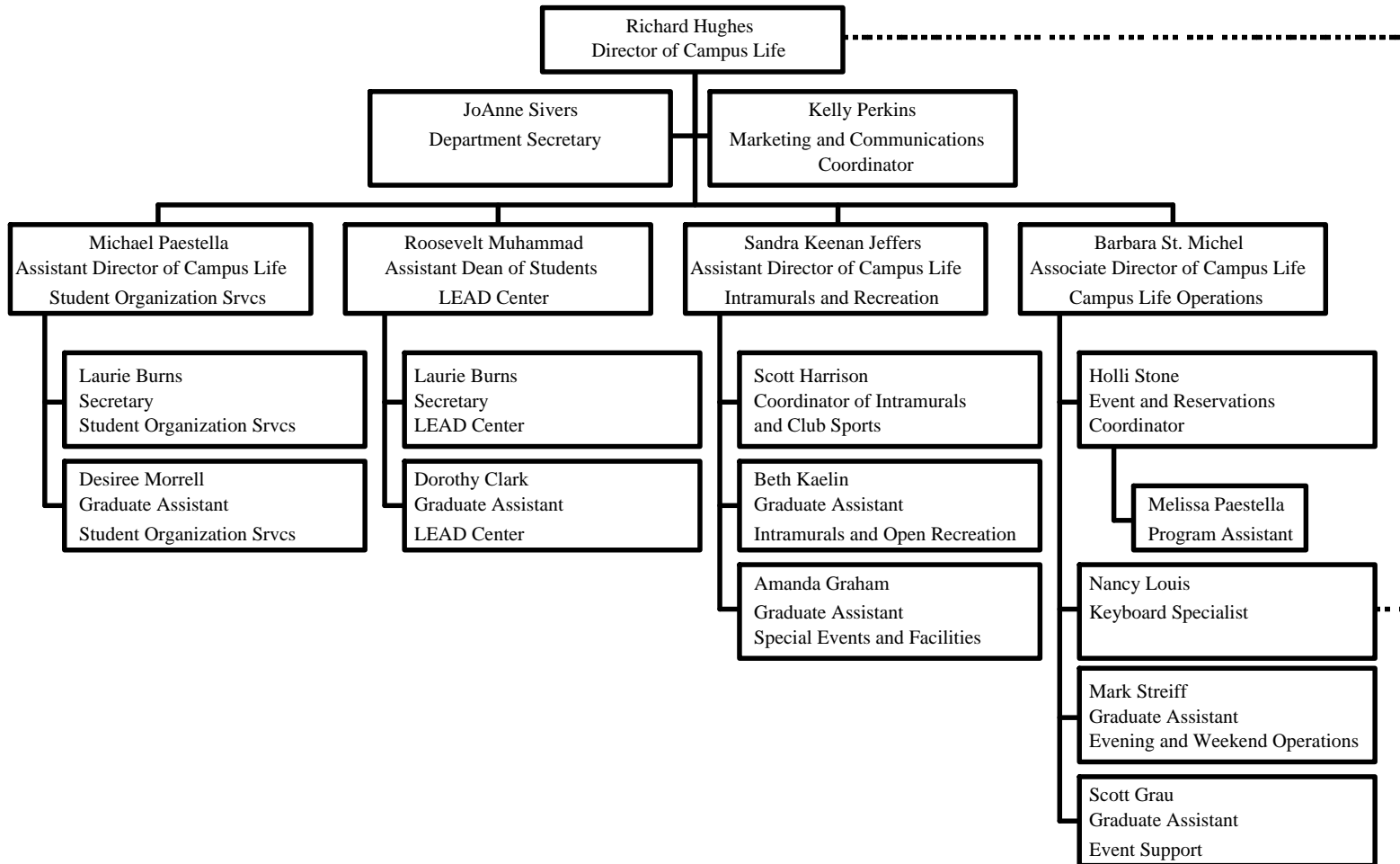
The entire *Statement in Support of a Drug-Free Campus/Drug-Free Workplace* can be found on page 86 of the *2003-2004 Student Handbook*, SUNY Oswego.

Immigration Reform Control Act of 1986

The Immigration Reform Control Act of 1986 makes it unlawful to knowingly hire an alien who is not properly authorized to work in the United States. Therefore, all students must submit an I-9 form and verification of identity and employment authorization before beginning employment with Oswego State.

Appendix A: Organizational Chart

Department of Campus Life Organizational Chart



Appendix B: Programs and Services

Department of Campus Life Summary of Programs and Services

| Richard Hughes Director of Campus Life Main Office | Barbara St. Michel Assoc. Dir. of Campus Life Event Management | Michael Paestella Dir. of Student Involvement Student Involvement | Sandra Keenan Jeffers Dir. of Campus Recreation Campus Recreation |
|--|--|---|---|
| <ul style="list-style-type: none"> • Provide philosophical direction for Campus Life department • Coordinate the development of programs, activities, and services • Manage fiscal and personnel resources • Advise Student Association Senate and Executive branch • Coordinate activities of the Alcoholic Beverage Committee • Marketing and Promotion • Family and Friends Weekend • Campus Center Programming • Skate Shop • Box Office | <ul style="list-style-type: none"> • Campus Center <ul style="list-style-type: none"> - policies and procedures - reservations - event planning - equipment management • Event Support • Event Planning and Reservations for Hewitt Union, Sheldon Hall, and other Campus facilities. • Event Staff | <ul style="list-style-type: none"> • Student Organization Development • Registration of Student Organizations • ALANA Conference • Directory of Registered Organizations • Leadership Development Series (LDS) • Risk Management Training • Administration of The Point and Student Media Spaces • Advisement of Greek Governance • Assistance in Advisement to Student Organizations and their Advisors | <ul style="list-style-type: none"> • Intramural Sports • Open Recreation • Aquatics • Summer Programs • Instructional Programs • Extramural Sports • Facility Operation / Use <ul style="list-style-type: none"> - policies and procedures - reservations - facility management - equipment management • Liaison to Club Sports • Liaison to Facility Maintenance, Grounds • Liaison to other Programming Bodies |

Appendix C: Release of Academic and Judicial Standing

Department of Campus Life
SUNY Oswego

Release of Academic and Judicial Standing

The following information will be used by the Department of Campus Life to verify, in part, the eligibility for employment of the student identified below. To be eligible for employment by the Department of Campus Life, a student must be properly enrolled at the undergraduate or graduate level at Oswego State. In addition, a student must be in good academic standing and in good judicial standing with Oswego State.

Within the context of employment with the Department of Campus Life:

- Good academic standing means that you have a cumulative grade point average of 2.0 or greater. This criterion does not apply to undergraduate or graduate students in the first semester of their first year of study.
- Good judicial standing means that you are not serving a judicial sanction, as imposed by the Office of Judicial Affairs, or charged with misconduct, stemming from a violation of the Code of Student Rights, Responsibilities and Conduct, reasonably related to the performance of assigned duties and responsibilities.

Name of Student: _____
(please print or type)

SSN: _____
(please print or type)

I, the student identified above, authorize the Department of Campus Life to retrieve information from my academic record to determine, at the start of each semester while I am employed by the Department of Campus Life, that I am properly enrolled as an undergraduate or graduate student at Oswego State and that I have achieved a cumulative grade point average of 2.0 or greater.

Signature

Date

I, the student identified above, authorize the Office of Judicial Affairs at Oswego State to release information contained in my student disciplinary file while I am employed by the Department of Campus Life.

Signature

Date

August 2009