

Student Union Student Employee Policies and Procedures Manual

2021-2022 Edition



Table of Contents

I. Welcome and Introduction

- a. Welcome from the Director
- b. Mission Statement
- c. Core Values
- d. Commitment to Diversity, Inclusivity and Civility

II. Department Information

- a. Department Organizational Chart
- b. Student Union Team
- c. Student Employment

III. Facility Information

- a. Student Union Building Layout
- b. Outdoor Spaces Managed by the Student Union
- c. Student Union Phone Number Reference Guide
- d. Student Union Website and Social Media Reference Guide

IV. Policies and Procedures

- a. Attendance/Illness
- b. Affirmative Action and Equal Employment Opportunity Policy
- c. Break/Meal Periods
- d. Confidentiality
- e. Discipline Outcomes
- f. Dress Code
- g. Drug Free Workplace
- h. Dual Employment
- i. Employment Onboarding
- j. Evaluation
- k. Homework
- l. Harassment
- m. Injury at Work
- n. Leaving the Work Area
- o. Paid Sick Leave
- p. Payroll
- q. Paychecks

- r. Property Removal
- s. Recognition
- t. Safety and Security
- u. Schedule/Shift Trades
- v. Smoking and Tobacco Use
- w. Staff Communication
- x. Storage
- y. Student Employment Guidelines
- z. Technology Use
- aa. Term of Employment

V. Student Employment Agreement

I. WELCOME AND INTRODUCTION

a. Welcome to the U!

Welcome to the Student Union Team. Our 200,000+ square foot facility, as well as our satellite outdoor programming locations and gathering spaces, are an integral part of the University's resources that are available daily to facilitate student engagement and community connection. Additionally, the Student Union provides essential student resources and services. The Student Union also supports the operations of the Cultural Centers, Off-Campus and Commuter Student Services, Center for Fraternity and Sorority Development, Dining Services, The One Card Office and Student Activities. Accommodating more than 30,000 reservations and programs annually, the Student Union is the University's destination location for 5,000+ visitors per day.

I wish you success as you begin your training with the Student Union. We are proud to employ a talented, diverse team of student employees to support the essential services provided by the Student Union. I am confident that you will take pride in your work and believe the success of our operation is dependent upon our commitment to one another and our shared value of a job well done.

Cyndi Costanzo
Interim Director, Student Union

b. Mission Statement:

The Student Union department aims to deliver an array of cultural, educational, social, and recreational programs, services and facilities to bolster the educational mission of the University of Connecticut and the development of the student body as lifelong learners.

c. Core Values:

- **Safety and Access**
Provide a safe, accessible, and welcoming environment for the campus community within The Student Union as well as outdoor satellite facilities.
- **Student Engagement**
Promote student engagement, leadership learning and success by supporting opportunities for participation and involvement in a diverse array of programs, activities, and employment.
- **Customer Service**
Provide exceptional customer service and logistical support to our campus partners operating in the Student Union and assist patrons with excellent event service support including room reservations, event planning, and event production.
- **Dynamic Facilities, Spaces, and Services**
Offer amenities to enhance campus life including dining options, recreational activities, meeting rooms and community lounges

d. Commitment to Diversity, Inclusivity and Civility:

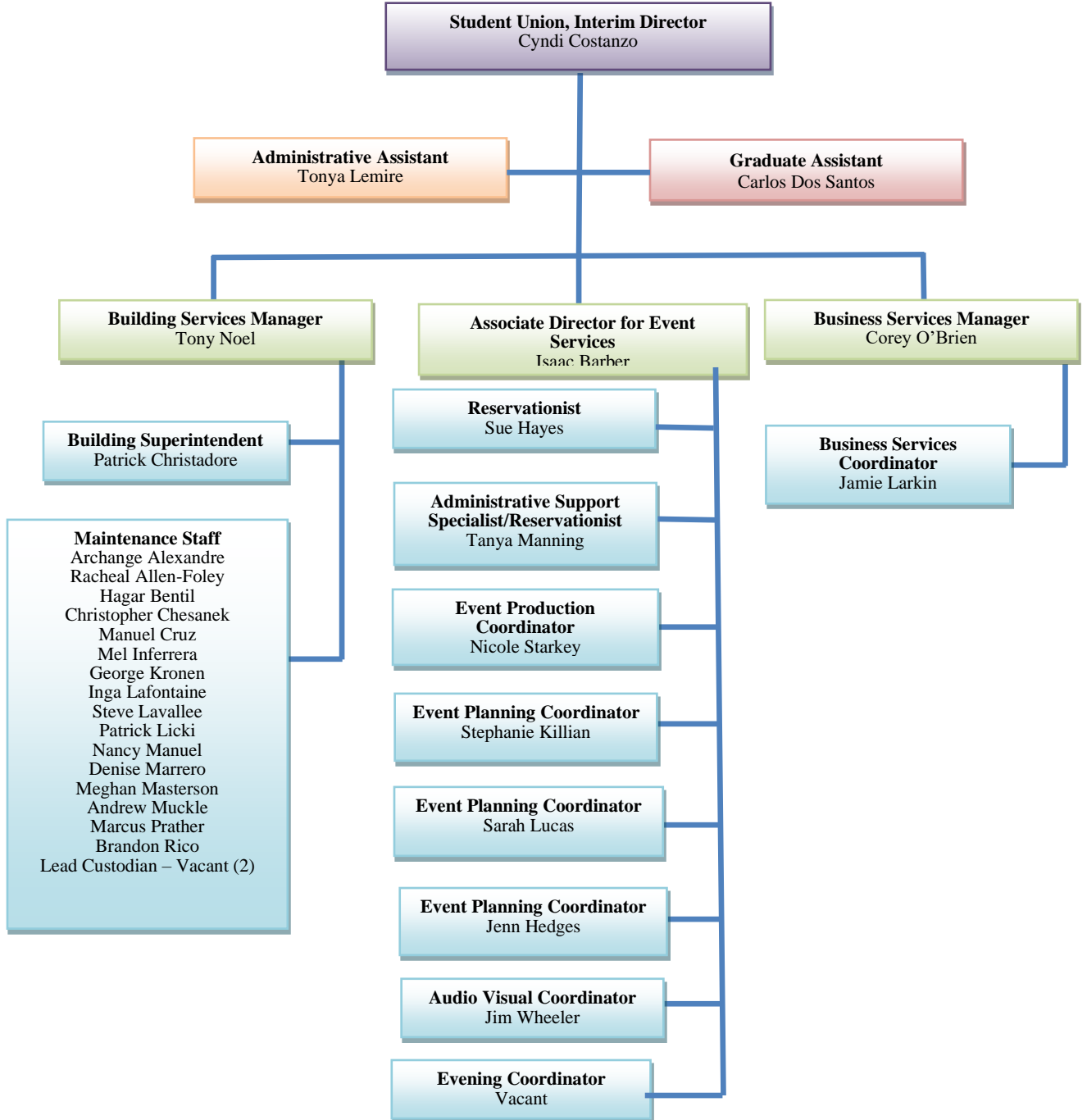
The University of Connecticut is committed to assuring the highest standard of integrity in all aspects of University life and in all University and University-sponsored activities. To further this commitment, The Student Union strives to ensure that its services, programs and facilities are accessible and welcoming to all members of the UConn community without regard to their age, disability, sex, gender identity or expression, race, ethnicity, veteran status or other protected characteristics identified by University policy. The Student Union is committed to the University's core values of civility, inclusivity, respect and professionalism. In this regard, all participants in the Student Union's programs and facilities are on notice that:

- Harassment in any form, including sexual harassment, verbal or written abuse, threats, intimidation, or violence will not be tolerated and will be reported to appropriate University offices.
- Participants and staff are expected to respect the rights and privileges of others, and to demonstrate civility to foster an inclusive community.
- Patrons of the Student Union are welcome to participate in programs and utilize facilities based on the gender that they identify with. In addition, gender inclusive restrooms and private changing areas are available on every level of the Student Union.

If you have questions or a concern related to civility, inclusivity, respect or professionalism at the UConn Student Union, please contact Cynthia Costanzo, Interim Director.

II. DEPARTMENT INFORMATION

a. Department Organizational Chart:



b. Student Union Team:

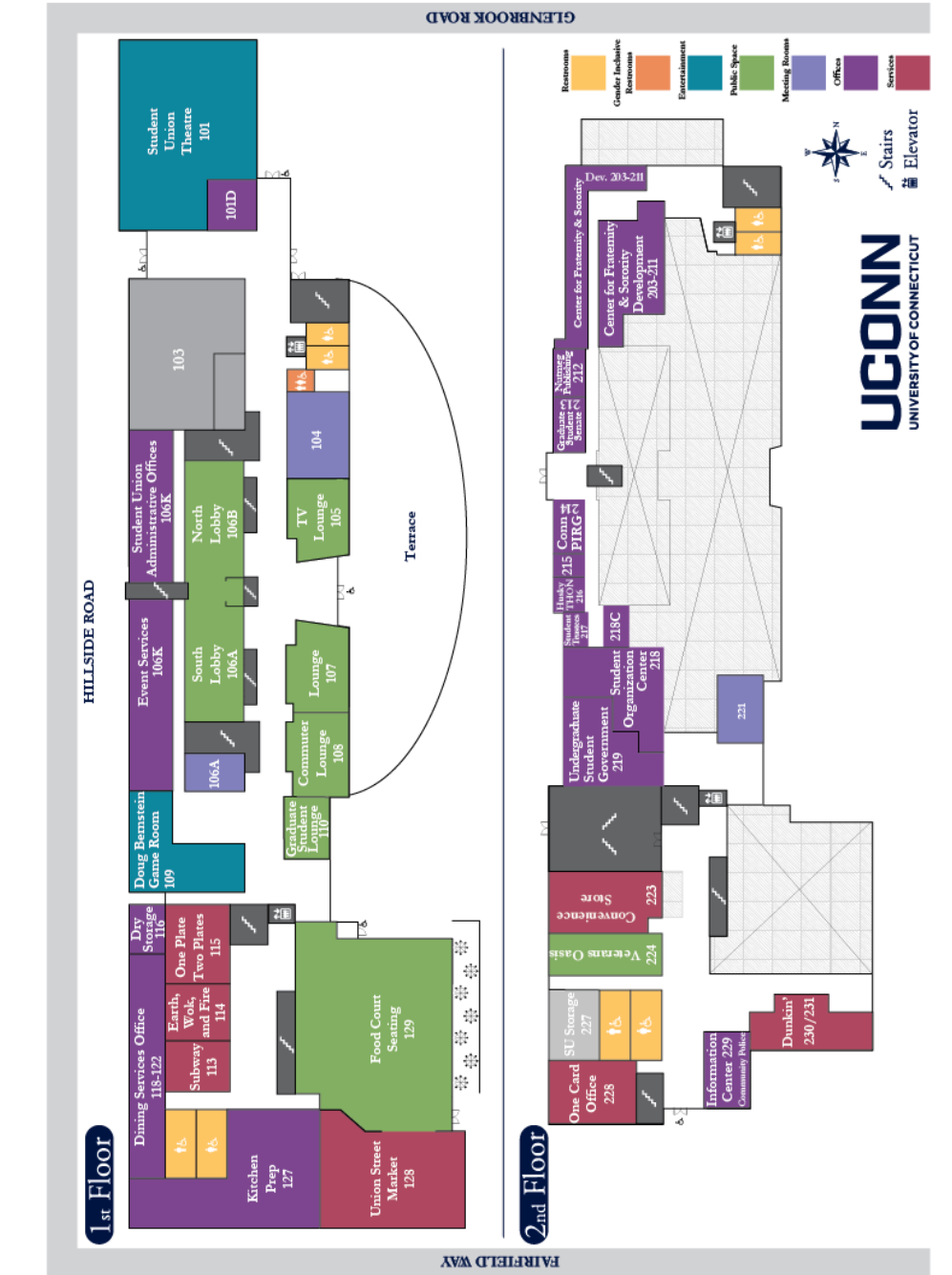
- Interim Director, Cyndi Costanzo
- Associate Director Event Services, Isaac Barber
- Building Services Manager, Anthony Noel
- Business Services Manager, Corey O'Brien
- Administrative Assistant, Tonya Lemire
- Business Services Coordinator, Jamie Larkin
- Audio Visual Manager, Jim Wheeler
- Event Production Coordinator, Nicole Starkey
- Event Planning Coordinator, Stephanie Killian
- Event Planning Coordinator, Sarah Lucas
- Event Planning Coordinator, Jennifer Hedges
- Reservationist, Sue Hayes
- Administrative Support Specialist/Reservationist, Tanya Manning
- Building Superintendent, Pat Christadore

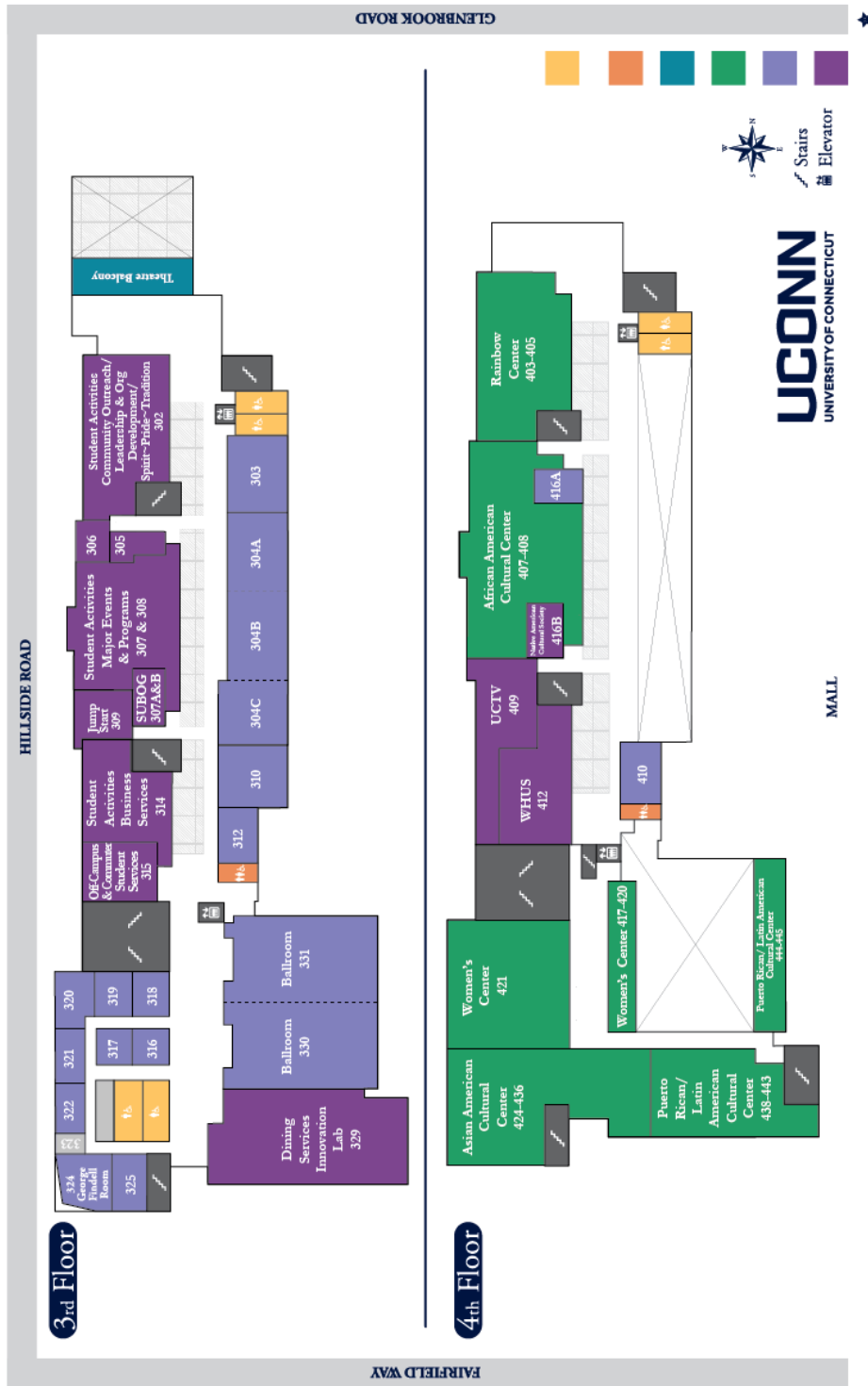
c. Student Employment:

Department	Position Name
Event Services	A/V Standard Technician
Event Services	A/V Specialist Technician
Event Services	A/V Training Manager
Administrative Office	Building Manager
Administrative Office	Senior Building Manager
Event Services	Event Monitor
Event Services	Student Reservationist
Event Services	Student Assistant Event Planning Coordinator
Event Services	Student Assistant Event Production Coordinator
Business Services	Game Room Attendant
Business Services	Information Center Attendant
Administrative Office	Office Assistant
Business Services	Student Social Media Specialist
Facilities and Operations	Set-Up Crew
Facilities and Operations	Set-Up Crew Supervisor

III. FACILITY INFORMATION

a. Student Union Building Layout:





b. Outdoor Spaces managed by the Student Union:

- The Great Lawn
- Student Union Lawn
- Fairfield Way

c. Student Union Phone Number Reference Guide:

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

d. Website and Social Media Reference Guide:

Facebook	UConn Student Union
Core-CT	https://ess.uconn.edu/
HuskyCT	https://huskyct.uconn.edu/
Husky Time	http://huskytime.uconn.edu/
Scheduling Website	www.whentowork.com
SU Website	www.studentunion.uconn.edu
Instagram	@uconnstudentunion
UConn Emergency Closing Website	http://alert.uconn.edu
UConncontact: Student Union	https://uconncontact.uconn.edu/

IV. EMPLOYMENT POLICIES AND PROCEDURES

a. Attendance/Illness:

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 a student employee needs to miss a shift, they 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.

If a student employee becomes ill and cannot meet the obligation to work in their assigned area, the student is still responsible for making the best effort possible in finding a replacement. Additionally, student employees must follow the protocol below:

- Notify area supervisor or the Building Manager.
- Post the shift on the online scheduling site, Whentowork.com, trade board and under comments write – “SICK”.
- To utilize accrued sick time, student employees must clearly state their intent to use it in an email to their supervisor.

b. Affirmative Action and Equal Employment Opportunity Policy:

UConn complies with all applicable federal and state laws regarding non-discrimination, equal opportunity, affirmative action, and providing reasonable accommodations for persons with disabilities.

University Resources:

1. Office of Institutional Equity; (860) 486-2943; equity@uconn.edu; <http://www.equity.uconn.edu>.
2. Community Standards (869) 486-8402; community@uconn.edu
Affirmative Action & Equal Employment Opportunity Policy Statement, effective fall 2017: <https://policy.uconn.edu/2011/05/17/policy-statement-affirmative-action-equal-employment-opportunity/>.

c. Breaks/Meal Periods:

Refer to the Office of Student Financial Aid Services – Student Employment website at <https://studentjobs.uconn.edu/employment-guide/>.

d. Confidentiality:

It is the policy of the Student Union that professional confidentiality shall be maintained at all times. No information related to another person, including other staff, is to be shared. Failure to maintain confidentiality will result in disciplinary outcomes.

e. Disciplinary Outcomes:

Please refer to the Office of Student Financial Aid Services – Student Employment website at <https://studentjobs.uconn.edu/employment-guide/>. 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 constructive criticism in an effort to adjust sub-standard performance and maintain employment.

In the event that disciplinary action becomes necessary, the following progressive discipline 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 will be documented in the employee's file and followed up with an email.
- If further disciplinary action is required, the employee will be given a written warning. The warning will explain the specific areas of job performance that 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.
- Actions that may result in immediate dismissal include:
 - Submission of fraudulent hours on a timecard (this includes sick time)
 - Destruction or theft of property belonging to the University, its patrons, or employees
 - Threat of or actual physical harm to others
 - Reporting to work under the influence of alcohol or drugs
 - Insubordination
 - Gross misconduct

f. Dress Code:++++

The following attire standards have been established:

- Uniform top: issued polo and/or ¾ zip
- Uniform bottom: jeans, khaki pants, yoga pants (solid color)
- Footwear: closed toe, rubber soled shoe
- No hats
- Nametag is required
- All clothing will be worn clean, appropriately sized, wrinkle free and no rips

g. Drug Free Workplace:

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/the-student-code-introduction/>.

h. Dual Employment:

Individuals who work a State of Connecticut job in addition to their position at the Student Union are required to complete a Dual Employment form. Please stop by the Business Services Coordinator's office, SU 229, to complete the form and to address any questions or concerns.

i. Employment Onboarding:

Student employees will be required to attend job specific training as well as completion of general training modules prior to initiating work.

j. Evaluation:

Employee evaluations are an ongoing process. The supervisors will carry out formal evaluations at the end of the spring semester. Evaluations will be retained in the employee's personnel file and a copy will be provided to the employee.

k. Homework:

Academic work is not permitted during schedule work hours. Student employees may be allowed to read a book during down times during a shift with approval from the supervisor.

l. Harassment:

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.

For more information, reference Policy Against Discrimination, Harassment, and Related Interpersonal Violence, effective August 1, 2018 here: <https://policy.uconn.edu/wp-content/uploads/sites/243/2018/12/Policy-Against-Discrimination-BOT-August-1-2018-SH-12-7-2018.pdf>.

m. Injury at Work:

If a student employee sustains an injury while working, they must follow the following procedure:

- Immediately notify a supervisor and seek medical attention if needed.
- Complete an incident/accident report.

- Complete the First Report of Occupational Injury or Disease Form (WC 207) available at www.payroll.uconn.edu. Submit the completed form to the supervisor or Director.
- 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.

n. Leaving the Work Area:

If a student employee must leave their work area, they must notify their supervisor or the Building Manager on duty. The work area should not be left unattended.

o. Paid Sick Leave:

For information on paid sick leave, reference Public Act No. 11-52 please visit this website: <https://www.cga.ct.gov/2011/ACT/PA/2011PA-00052-ROOSB-00913-PA.htm>.

p. Payroll:

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 Union student employees utilize the online time keeping system, HuskyTime. Clocking in and out is completed on the designated computer available in the student employee area in room 101D.

- Student employees are responsible for accurately clocking their own work time in and out of work; this includes clocking in and out for any breaks (if the student employee has worked 7 ½ hours or more).
- To log in to HuskyTime, student employees will need to utilize their Net ID and password.
- Log out is required at the end of each time in/out session.
- Incomplete timecards will not be processed.

q. 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. Direct deposit is strongly encouraged and available at (<http://ess.uconn.edu/>). Student employees who do not participate in the direct deposit program may pick up their checks at the Student Union Information Center the after Friday a pay week. Payroll discrepancies should be reviewed with the immediate 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 in electronically submitted to Core-CT. At no time are Student Union student employees to enter their own hours in Core-CT.

r. Property Removal:

All supplies provided to perform a 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

s. Recognition:

The Student Union recognizes Student Union employees that fulfill or display exemplary customer service.

t. Safety and Security:

As a staff member, student employees have the right to feel safe and secure while working. If anyone has any concerns about safety, please notify a full-time member of staff.

u. Schedule/Shift Trades:

- The Student Union utilizes an on-line scheduling program, www.whentowork.com, for all student employees scheduling. This program allows students to check the schedule via the web at any time, allows students to request a shift replacement, and allows students to receive an email or text message if a shift opens up.
- All student employees will be provided access to log into this site for scheduling purposes, including shift replacements.
- The published scheduled in W2W is the OFFICIAL WORK SCHEDULE
- Students will be entered into the whentowork.com system based on their primary area of work.
- 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 may also download the free W2W app for their phones.
- Once the student employee is scheduled for a shift, it is their responsibility. If a student employee cannot make a particular shift, it is their responsibility to find an appropriate replacement.

- Shift replacements can be requested via whentowork.com through the trade board. It is the student employee's responsibility to put their trade request up on the trade board in advance.
- All trades must be approved by the primary area supervisor before it is confirmed.
- If a replacement cannot be found, the shift is still the student employee's responsibility to cover. Failure to report to work will result in disciplinary action, up to and including probation or termination.

v. Smoking and Tobacco/Marijuana Use:

For the health of our community, the use of tobacco or marijuana products of any kind is not permitted in the Student Union including, but 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.

w. Staff Communication:

The Student Union staff utilizes 2-way radios to communicate with each other.

Protocol for use of the two ay radios is:

- Sign out a radio (located in room 101D).
- Always keep the radio at hand. If the radio is lost, stolen or damaged report the incident to the Building Superintendent or Building Manager on duty immediately.
- Radios should be used for work-related dialogue only. Refrain from personal or unnecessary dialogue when communicating with the radio.
- If an emergency arises (i.e., fire alarm, injury) take the radio with you but refrain from using the radio unless it is in conjunction with the emergency. This will ensure a free line for those in need.

x. Storage:

Storage or holding of anyone's personal items at any work location (i.e., Information Center; Game Room, etc.) is not permitted. Student employees may not allow anyone to leave personal items. The Student Union does not assume responsibility for employees' personal property.

y. Student Employment Guidelines:

The Student Union meets all employment practices and guidelines of the University. The University student employment guidelines are referenced at <https://studentjobs.uconn.edu/employment-guide/>.

z. Technology Use:

For Acceptable Use reference <https://policy.uconn.edu/2012/06/21/acceptable-use-information-technology/>.

aa. 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.

V. STUDENT UNION EMPLOYMENT AGREEMENT

**Employment Agreement
2021-2022**

I, _____ have been provided with a copy of the
(Print name)
UConn Student Union Student Employee Policies and Procedures Manual on _____
(Date)

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 Received _____