



# University Centers

## Student Employee Handbook

UNIVERSITY of WISCONSIN  
**LA CROSSE**

## WELCOME

Welcome to University Centers! We are excited you decided to join our team!

University Centers is at the center of student involvement and events at the University of Wisconsin-La Crosse. We value the student experience, opportunities for engagement outside of the classroom, and every now and again, just plain old fun. We are able to deliver this through our excellent services and programs.

Now, you might be thinking the last paragraph was a bit challenging to read, and you hopefully noticed it's missing U. That's the best part of working here, are not who we are and what we do without U! We come to work each day because of YOU, the students. We have this building because of YOU, and we do everything with YOU, the students, in mind.

This is why YOU, as a student employee, are such a vital part of our success. You bring the student perspective, enthusiasm, and input we all need to succeed with our everyday operations. Your employment benefits our operation, and you will gain valuable skills to take with you and use in your future endeavors. We, as a team, benefit from having your perspective and dynamic personalities making this the campus living room, and a place students want to be.

Some of the services and programs we offer are: meeting rooms, lounge spaces, public computer stations, student organization support, music events, Student Association, Leadership and Involvement, movies, Fraternity and Sorority Life, ID cards, and meal plans.

Here are some opportunities and perks you will gain from working here:

- Develop and apply your professional skills
- Develop relationships with University Centers staff
- Experience a variety of leadership styles
- Develop pride in your personal growth and achievements
- Gain experiences that will help you achieve your personal and professional goals
- Make a positive impact on the community
- Opportunities to build your resume
- Expand on skills future employers are looking for
- Develop friendships

This handbook provides information for you to be successful in your position. Remember, you play a very important role in our mission of ***being the center of campus life, facilitates learning and provides services and programs that foster an inclusive environment.***

Thank you for being a part of the University Centers team! We hope you enjoy working here!

Kyle E. Burke, Director

Mary Beth Vahala, Associate Director

Michael Slevin, Assistant Director

Drea Higgins, Interim Assistant Director

## UNIVERSITY CENTERS

### ***University Centers Mission Statement***

University Centers, as the center of campus life, facilitates learning and provides services and programs that foster an inclusive environment.

### ***University Centers Philosophy Statement***

University Centers provides a stimulating setting in which students, faculty, staff, and community relationships facilitate student learning and growth. The Center's educational programs which are firmly grounded in student development principles foster personal and professional growth. We are committed to sustaining a dynamic, challenging, supportive, and respectful environment for all campus community members.

### ***Inclusivity Statement***

University Center values, respects, appreciates and welcomes all individuals. Voices are welcome and invited from every race, ethnicity, gender, physical and learning ability, physical characteristic, sexual orientation, religion, political preference, age, institutional appointment, and other attributes that make each of us unique.

We encourage all individuals to continue to develop skills and attitudes that promote the appreciation, valuing, and celebration of human diversity.

We are committed to providing leadership and serving as a catalyst where differences and similarities may be explored, and where all persons are valued members of, and contributors to, the University Community.

### ***University Centers Core Values***

- **Service:** We engage in activities that serve the goals and best interests of our students, colleagues, and community - those that promote self-actualization. Our success lies in the success of others.
- **Inclusivity:** We recognize, value, and embrace individual differences and promote the exploration of differences in a safe and nurturing environment. We strive to move beyond tolerance and celebrate diverse perspectives.
- **Continuous Improvement:** Assessment lends direction and strength to our endeavors. It informs and motivates the effectiveness of our programming, and it supports our understanding of critical changes among the students and communities we serve, and the colleagues with whom we collaborate.
- **Integrity:** We strive to model the highest levels of ethical behavior in our interactions with students and colleagues as well as in our research and assessment activities.
- **Advocacy:** As agents of positive social change on campus and in the community, student development and diversity professionals empower those who lack a voice on campus.

## UNIVERSITY CENTER'S STUDENT EMPLOYMENT PROGRAM CORE VALUES

These are our guiding principles that define how we approach our work while maintaining a productive, fun and healthy work environment. All team members are expected to follow **the established core values**.

- **Critical Thinking, Curiosity and Creativity:** Team members will demonstrate the ability to recognize and evaluate a situation. Using their knowledge of campus resources, while thinking about the impact of the decision on others, they are able to creatively address issues and solve problems.
- **Commitment:** In order to become the best at what we do, it requires a willingness from every member of our organization to assist one another in the performance of our responsibilities. It is important that team members be present both mentally and physically, knowing that each of us contributes to the success of the organization.
- **Initiative:** Each team member is motivated to carry out their responsibilities and challenges. They are always a step ahead, anticipating what needs to be accomplished.
- **Personal Accountability:** Team members value and practice honesty, openness and transparency, ensuring information sharing and frank discussion. We practice openness of communication and action with simultaneous respect for the views and the professional autonomy of others. We respect the rights of others, and we demonstrate responsible citizenship by maintaining a high standard of conduct and ethical behavior in our dealings and interactions with others.
- **Customer Service:** We are totally committed to serving the needs of the university community in the most efficient and effective manner possible. We are engaged in the relationship and emanate a positive, polite, caring, and friendly attitude. We approach customers with empathy, trying to put ourselves into their shoes while serving them.
- **Teamwork:** All team members have responsibility for the accomplishments of the organization. No one operates independently. We are much more effective when we work together as a team around a common philosophy and goal. Collaboration is the key as we support one another to achieve **our common goal**. This requires multidisciplinary thinking and multidisciplinary communication.

## UC PROGRAMS AND SERVICES

University Centers is composed of three areas:

### 1. **Center for Organizations, Vision and Engagement – the COVE**

UC staff provides direct advisement and support for several student organizations and support offices. These groups or offices include: COVE Programming, COVE Graphics, COVE Admin, Pride Center, Diversity Organization Coalition (DOC), Campus Activities Board (CAB), Student Association and its subcommittees, and Fraternity and Sorority Life. In addition, the staff work with over 200 recognized student organizations to provide guidance, support, resources and leadership development.

#### a) **Leadership & Involvement Center, COVE Graphics and COVE Admin**

Vision: We envision a campus where students lead purpose driven lives by engaging in activities that promote lifelong, active citizenship.

Mission: Our center is dedicated to engaging students in leadership and involvement opportunities as well as providing student organization support by doing the following:

- Assist students in getting involved both on campus and in the community.
- Provide leadership development opportunities and outreach to student organizations.
- Provide low cost/no cost graphic design services for student organizations.
- Manage the Food Pantry

#### b) **Pride Center**

Fosters a safe environment for LGBTIQQA students, faculty and staff; educates and trains the campus and community on issues; and advocates for student success and inclusivity.

#### c) **Campus Activities Board**

CAB provides cultural, educational and entertaining events for the University of Wisconsin -La Crosse students, faculty, staff, and community. These programs include small and large concerts, comedians, movies, performing arts, lectures, hypnotists, and other special events.

#### d) **The UWL Student Association (UWSLA)**

The official campus-wide governance group, comprised of the Student Senate (legislative body), the Executive Branch, and the Judicial Branch. The UWSLA strives to promote, protect and defend UWL student interests on campus and within the state.

#### e) **Fraternity and Sorority Life**

Each of our organizations was founded on a particular set of values. While each organization is united by our Fraternity and Sorority Life Community Pillars of Friendship, Leadership, Service, and Intellectual Growth, they also have a unique mission and purpose. We ask each member of our community to live those values every day. Our organizations are designed to help our students become better scholars and critical thinkers, to become better leaders, to help our students give back through service and philanthropic activities, and to develop a network and build relationships on campus and across the country.

## **2. Centers Services**

### **a) Campus Reservations and University Event Support – 3200 Student Union**

This area is responsible for reserving all meeting rooms for students, faculty, staff, and community members. Staff work closely with individuals and groups to ensure the space requested is set up to facilitate the success of each event. In addition to room reservations, arrangements can be made to reserve vendor tables and audio visual equipment. An integral part of this team is the University Event Support Staff who provide sound and programmatic assistance.

### **b) Dining Services - 3200 Student Union/Eagle ID Card Office – First Floor, Student Union**

All of the dining services on campus, including the residential and off-campus dining plans, are provided by a contracted food service company, Chartwells. Administrative staff are liaisons with the dining service company to ensure that contract requirements are fulfilled. The Eagle ID Card office takes pictures for the university ID card and oversees the sign-up and administration of all dining plans and campus cash.

### **c) Student Union Services**

Union Services are designed to meet the unique needs of students. Current services offered include: On the ground level - Veterans office, Commuter Lounge, PLAYroom recreational space, Textbook Rental, Theater and the Cellar/E-Café. On the first floor - The Information Center, Ticket Office, Eagle ID Card Office, UW-Credit Union, University Bookstore and Food Service concepts. On the second floor - the Admissions office and the Food Pantry which is housed in the COVE. Informal study and hang out spaces, digital screens to advertise events, and TV lounges can be found throughout the building.

## **3. Centers Operations/Administration Offices– 3200 Student Union**

This area is responsible for the safety and conditions of all Centers' facilities and equipment. The custodial staff works with all the meeting room set-ups and strives to maintain a clean and visually appealing atmosphere in both Student Union and Whitney Centers.

# UNIVERSITY CENTERS ENVIRONMENT

## *Creating Respect and Civility*

If you see someone acting inappropriately or you are questioning your own actions, you may want to try these suggestions.

Turn uncomfortable situations into learning opportunities.

- Respond quickly, calmly, and rationally.
- Ask questions to discover the source of inappropriate comments.
- Help coworkers understand why something is offensive.

Different beliefs do not justify disrespectful behavior towards anyone.

- Question whether certain opinions are appropriate in a workplace setting.
- Let co-workers know that some behavior is inappropriate.
- Never be afraid to apologize.

Just because expressions or words are commonly used, does not mean they are acceptable.

- Be aware that cultural or ethnic stereotypes are offensive.
- Always use respectful language, no matter who is around.
- Don't cross boundaries in emotionally charged situations.

Don't display offensive materials in your work space or have it on your computer.

- Be sensitive to ethnic backgrounds that are different from your own.
- Take responsibility for hurtful behavior.
- Show understanding for other's feelings and make efforts to repair relationships.
- Judging people's abilities by their appearance can lead to discrimination
- Speak up against appearance-based discrimination.
- Listen to and be understanding of the concerns of others.
- Take responsibility for your actions.

Cultural or ethnic stereotypes are offensive.

- Make customers or co-workers aware of stereotypes and why they are offensive.
- Explore similarities instead of focusing on differences.
- Consider people as individuals.

Speak up against disrespect.

- Intervene before a problem escalates.
- Defuse tensions by listening and understanding.
- Relate disrespectful behavior to personal experiences.

If you see anything you are uncomfortable with, speak with a supervisor.

## ***Harassment***

Harassment consists of unwelcome conduct (verbal, physical, or visual) that is based on a person's protected status. Harassment of students and employees at any UW—La Crosse establishment is unacceptable and is not tolerated. This includes interfering with an individual's work performance or educational experience or creating an intimidating, hostile, or offensive work or educational environment. Behaviors that are considered forms of harassment include but are not limited to the following:

- Kidding or teasing directed at a person based on his/her protected status.
- Making comments or name calling related to race, color, creed, religion, age, sex, sexual orientation, gender identity or expression, national origin, ancestry, disability, pregnancy, marital or parental status
- Telling derogatory jokes or playing practical jokes.
- Imitating other ethnic groups' accents or behaviors.
- Displaying of nude "pin-up" posters.

**Please report any harassment cases to your supervisor who may then contact Human Resources. If you have concerns with your supervisor, you may contact Human Resources or the Assistant Director in charge of student employment.**

## ***Customer Service***

Everyone says to give great customer service, but what does that mean?

- Make all feel welcome. Greet them with a smile and eye contact. Show people they matter.
- Ask questions about their needs. Don't assume you know what they are asking, let them tell you what they need.
- Listen!
- Try to understand situations from the customer's perspective; put yourself in their shoes.
- Suggest new ideas and things that are happening.
- Serve with urgency. Show them we respect their time.
- It may be the twentieth time you have heard the question, but it is the first time they have asked. Be helpful; go out of your way to answer the question pleasantly.
- Smile, even over the phone, the listener can hear this.
- Say thank you; it only takes a second.

# EMPLOYMENT INFORMATION

Any student enrolled and registered for credit at UW-La Crosse is eligible to work at University Centers. Have questions during the onboarding process? Reach out to HR or your supervisor.

## ***Payroll Forms – Online Onboarding***

When hiring a student who has never worked for UWL before, supervisors will complete a Student Employee Action Form (EAF) and return it to Human Resources.

Upon receiving the EAF, Human Resources will email the student employee instructions for completing online onboarding. The student employee will use online onboarding to complete new hire paperwork and register for a meeting with HR to complete the I-9 employment verification.

Employees will be responsible for presenting original documents that prove their identity and employment authorization for I-9 verification to Human Resources before their first day of employment.

Employee action form and new hire documents must be received by HR at least 5 business days prior to the beginning of employment.

## ***Background Checks***

There are several positions within University Centers that require a background check. These include positions that handle money, have a financial impact, or include allocation of master keys to rooms and buildings.

These positions include:

- Building Managers
- Event Support
- Information Counter Assistants
- Meal Plan/ID Office Assistant
- Financial Assistant
- Graphic Designers

## ***Child Labor Permits***

All employees under the age of 18 are required under state law to obtain a Child Labor Permit before starting a job at University Centers. Employees, under the age of 18 will need to bring the permit with them to Human Resources when filling out employment paperwork.

## ***Key & Door Access***

Employees requiring keys for their jobs are responsible for the safety and return of the keys. Your supervisor will initiate a key request for any keys you might need. Any lost, stolen, or broken keys need to be reported immediately to your supervisor. Upon resignation or termination, keys must be returned to your supervisor.

## ***Maximum Hours Allowed***

Student Employees cannot exceed 20 hours campus wide. If you exceed this limit, your employment may be terminated. If you work multiple campus jobs, it is the student responsibly to ensure the 20 hours is not exceeded.

# PAYROLL INFORMATION

## ***Earnings Statement***

### ***Regular Pay***

- During the academic semester students can work a maximum of 20 hours per week.
- During semester breaks and the summer students can work a maximum of 40 hours per week.

### ***Raises***

Though raises may be given once per year, they are not guaranteed and are contingent upon available funds in the budget. However, if students meet the expectation set by their departmental supervisor and University Centers, a raise may be given based on the student employee's overall work performance, attitude, work attendance, and attendance at the required training sessions.

### ***Overtime***

Student Employees are not eligible for overtime.

### ***Work Study***

A work study program is a federally funded program in which the government and employer share the student's payroll costs. If a student receives work-study, it will automatically be applied to any student hourly position at University Centers. Students earn their work study funds and are paid through direct deposit like any other employee. If a student uses up their work study funds, while employed at University Centers, he/she will continue to work in the position and will be paid from University Center's funds. If a student works for more than one department on campus, they can choose to apply all or part of their work study funds toward University Centers; otherwise both departments will use the funds concurrently. For more information about work study allocations, contact the Financial Aid Office, 215 Graff Main Hall.

## **HRS (TIME KEEPING SYSTEM)**

University Centers uses the Human Resources System on the web to track hours worked by student employees. Students will not be able to punch in or out for work shifts until all employment paperwork has been completed and submitted to Human Resources.

### ***General guidelines***

- NEVER punch in or out for another employee.
- Punch in at the time specified on your schedule.
- Punch out immediately at the end of each shift.

### ***How to Punch In***

1. Click on "My UW Portal"
2. Log in with NetID and password
3. Click on the job that you are doing to work for
4. Punch type click "In"
5. Click on "Enter Punch"

### ***How to Punch Out***

1. Click on "My UW Portal"
2. Log in with NetID and password
3. Click on the job that you are doing to work for
4. Punch type click "Out"
5. Click on "Enter Punch"

Remember to log out!

If students have issues punching in or out, they should contact their supervisor. Each employee is responsible to punch in or out of each work shift.

### ***How to Check Your Earning Statement***

Earning statements are available on My UW under the Work Record tab. Statements can be viewed two days before a paycheck will be issued. A history of earning statements is also available under the Work Record tab. Please see your supervisor if you have questions on how to read this.

If you have any questions regarding hours worked, your paycheck, or any other payroll questions, please contact your supervisor first. If your supervisor cannot resolve the issue, contact Human Resources at 608-785-8013.

# EMPLOYEE GUIDELINES

In your position, you will meet and assist many diverse students, faculty, staff, parents, and community members daily. You may be the first person a campus visitor meets. A pleasant, positive attitude is essential at all times. Treat people as you would want to be treated if you were in their shoes! You are the frontline and hold the most important job on campus.

Smile & be friendly, even if you are on the phone! They can hear it!

## ***Promptness/Attendance***

Promptness is essential! Staff depend on you to be at work throughout the time you are scheduled. It is helpful if you can arrive five minutes early for your shift and stay until your replacement arrives. This allows for an information exchange with your co-worker. Also, it enables the employee before you to get to class in time!

## ***Appearance Expectations***

As a service operation, we are concerned with the impression we make on the people who utilize the Union and Whitney Center. We ask that employees strive to ensure that their clothing, appearance, and hygiene are businesslike and contribute to a pleasant atmosphere for both visitors and co-workers. Employees are encouraged to consult with their supervisor whenever necessary regarding what is acceptable for their work area. Specific expectations noted below:

- **Clothing expectations:**
  - Wear the staff issued shirt for all shifts
  - Appropriately laundered
  - Pants free from holes, even fashionable rips
  - Jeans, khakis, capris are all acceptable
  - Pleated, khakis, finished denim, Bermuda, cargo shorts are acceptable
  - If leggings are acceptable in a position, they must be high quality (not threadbare or see-through, especially in bright light). Employees who are mostly stationary at a desk should only wear leggings. For more upscale events, employees are expected not wear leggings. Instead, employees should be wearing more business casual attire.
    - Building managers and UC admin employees are not permitted to wear leggings due to the elevated level of customer interaction.
  - Not acceptable attire: short shorts, running/gym shorts, gym attire including athletic type clothing, cutoffs
  - Some work areas may deviate slightly from these expectations. Consult your supervisor with questions.
- **Shoes:** setup crew and custodial staff must wear close-toed shoes for safety reasons
- **Headwear:** for most areas that work directly with customers as the main part of their job duties, hats are not acceptable. Exceptions are as follows:
  - Winter hats: if a work area is unreasonably cold, check in with your supervisor
  - Religious reason: please consult with your supervisor if you have religious reason for wearing headwear
- **Staff Name tag:** please wear your staff issue name tag for all shifts
- **Tattoos, piercings, hair color/style, facial hair:** the only restriction is these areas may be tattoos that hinder the inclusive, welcoming, and safe environment we strive for. Your direct supervisor

and the assistant director working with student employment will work through any concerns with you.

## Hygiene & Health

- Natural or artificial scents and poor personal hygiene that become a distraction will be addressed by the immediate supervisor.
- If you are working through a cold, flu, or other communicable health issue, please make arrangements with your supervisor for coverage so you are less likely to infect others.
- Use disinfectant wipes on phones, keyboards, chair arms, and other equipment if there is a chance you may spread germs during your shift.

## Food/Eating

- In general, please make an effort to eat meals outside of your work shift
- Any inconspicuous snack is allowed, but please clean up as soon as you finish, including any equipment you handled while eating
- For work shifts lasting over four hours, or when a shift does not allow you time to eat due to your class schedule, please work with your supervisor to determine a workable solution.
  - Be mindful of time spent in line for ordering. If it looks like it will be more than a few minutes in a particular line, please pick a different concept
  - If your supervisor makes an exception, please follow these guidelines:
    - If possible, have someone cover the shift while you eat in a different location.
    - If that isn't possible, eat as quickly as practical, and immediately remove plates, silverware, garbage, etc.
    - Clean up any equipment you have touched while eating.

## Studying at Work

Studying during working hours is not permitted. Employees who are finished with assignments should ask for additional tasks. Customer service and work-related tasks are always your first and foremost responsibility.



## Cell Phone Use



Using your cell phone, texting, and making phone calls for personal business are not permitted while you are working. If you have an urgent need to do so, please check with your supervisor.

## Personal Discussion

We all have them, but in excess, they can be a distraction to others. Please keep personal conversations to a minimum and always keep voices in a low tone. Also, keep subject matters appropriate for the office and end personal conversations when customers are in the room.

If you visit the office when you are not working, please remember your co-workers **are** working and personal conversations should be kept to a minimum. Anytime you are behind the counter, you are representing University Centers and may be asked to provide assistance.

### ***Use of University Equipment***



Telephones, copiers, fax machines, printers, recreational equipment, office computers (including e-mail and web-surfing), etc., are for university business only. Other use is inappropriate and illegal. Student fees pay for these services and misuse unfairly adds to student education costs. Also, it is illegal and unethical for a government employee to use any such items for personal gain. And, it is also illegal to conduct political activities from your university employment position or using university equipment.

### ***Work Area***

It is important that your work area be kept clean and organized. Food crumbs, pop spills, used tissues, etc., interfere with efficiency, invite insect pests and rodents, and may even contribute to damage to computers and other equipment, as well as to the spread of illness. Some areas have lockers available for personal items—backpacks, coats, etc. Please use them for your own security and to reduce clutter and the possibility of injury in work areas.

### ***Alcohol and Drug Use Policy***

While at work, it is the expectation the work area will remain an alcohol and drug free place. Employees are prohibited from reporting to work under the influence.

## **LOSS PREVENTION**

### ***Money theft***

- Taking money from a cash register.
- Allowing someone to remove cash, then reporting missing cash as theft.
- Not ringing up a sale or doing a transaction; then pocketing the cash.

### ***Merchandise, food, or University Centers property theft***

- Taking food or drink from a banquet set-up.
- Consuming merchandise on premises without payment.
- Taking home office supplies.

### ***Time Theft***

- Punching in before starting work
- Stopping work but punching out late