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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 University of Wisconsin-La Crosse. We believe we have a very special atmosphere and deliver excellent experiences through our services and programs.

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.

You, as a student employee, are such 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.

Opportunities for you:

- 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.

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.

I hope you enjoy working here!

Larry J. Ringgenberg, Ph.D., Director
Mary Beth Vahala, Ed.D., Associate Director
**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.

**Diversity Mission Statement**
University Center values, respects, and appreciates 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 Centers Student Employment Program Mission Statement**
The University Center’s student employment program fosters leadership development and the development of transferable life skills. Additionally, student employees will be provided with opportunities for developing effective work habits, higher academic achievement, and gaining a broader knowledge of programs and resources available to students of the University.
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:** 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.

- **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.

UC PROGRAMS AND SERVICES

University Centers is composed of three areas:

1. **Leadership, Engagement, Activities, Diversity (LEAD)**
   
The UC staff provides direct advisement and support for several student organizations and support offices. These groups or offices include: Campus Activities Board (CAB), Fraternity and Sorority Life Community, Leadership and Involvement Center (LIC), LeaderShape Institute, Pride Center and Rainbow Unity, the Racquet, and Student Association and its subcommittees. In addition, the staff work with almost 190 recognized student organizations to provide guidance, support and resources.

   a) **Campus Activities Board** (62 Lower level, Cartwright Center)
   
   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.
b) Fraternity and Sorority Life (44 Lower level, Cartwright Center)
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.

c) Leadership, Involvement & Graphics (49 Lower level, Cartwright Center)
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.
- Outreach to student organizations and individuals regarding successful practices.

d) Pride Center (49 Lower level, Cartwright Center)
Fosters a safe environment for LGBTIQQAA students, faculty and staff; educates and trains the campus and community on issues; and advocates for student success and inclusivity.

e) The Racquet (230 Cartwright Center)
The student newspaper. Published weekly since 1910, The Racquet is distributed on Thursdays to Cartwright and Whitney Centers, The Eagle Recreational Center, and all the academic buildings on campus. The Racquet office is located on the mezzanine.

f) The UWL Student Association (UWSLA) (235 Cartwright Center)
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 UW-L student interests on campus and within the state. The UWSLA office is located on the mezzanine.

2. Centers Services
a) Campus Reservations and University Event Support
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/Eagle ID Card Office
All of the dining services on campus, including the residential and off-campus meal plans, are supplied 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 meal plans and campus cash.
c) **Cartwright Center Services**

Center Services are designed to meet the unique needs of students. Current services offered include a ride board in Whitney concourse, lockers, telephone near the information counter, the Ticket Office, computers located on the mezzanine, computers to check email in the Cyber Café, digital screens and an electronic sign board to advertise events, and TV lounges throughout the building.

3. **Centers Operations/Administration**

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 Cartwright and Whitney Centers.

Administration offices are located in 212 Cartwright Center.

**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.

**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!
- 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 about any of these forms? Reach out to HR, your supervisor, or stop by 212 Cartwright.

Payroll Forms
What payroll forms do I need to complete?

- Direct Deposit—all of your earnings are deposited directly to your personal checking or savings bank account. A voided check will need to be attached to this form.
- W-4 - Tax withholding form (how many dependents you are claiming)
- Statement of Selective Service Compliance for Employment (males only)
- I-9 Employment Eligibility Verification
- Getting on Board Verification Form

All forms will be provided to you by your supervisor. Once you have completed all your forms you should take them to the Human Resources office located in 144 Graff Main Hall. The Human Resources personnel are available to accept your forms during the days and times listed on the “Getting on Board” form. Be sure to take your I-9 identification forms with you!

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

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. 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.

Your supervisor will initiate a key request for any keys you might need.

Maximum Hours Allowed
Student Employees cannot exceed 25 hours campus wide. If you exceed this limit, your employment may be terminated.
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 Mark Flottmeier at mflottmeier@uwlax.edu or 608-785-8603.

**EMPLOYEE GUIDELINES**

“**Attitude** is a little thing that makes a big difference”

-Winston Churchill

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!

**Dress for Success!**

Importance of appearance cannot be overstressed. You are representing University Centers. You are expected to be well-groomed and to conduct yourself in an alert, courteous manner.

→ **Acceptable** attire includes jeans, t-shirts, sweatshirts, button shirts, and Bermuda-type shorts.

→ **Not-acceptable** attire includes jeans with holes, extremely low-cut pants or tops, hats, bandanas, short shorts, sweatpants, pajama-type pants, skin showing in the midriff area, bare shoulders, etc. Additionally, no clothing or swag that depicts political standings or alcohol can be worn while you are working.

**Eating on Duty**

Eating is appropriate, as long as you do it discreetly. This means sandwiches and soda are fine, but platters of food are discouraged. This should not interfere with serving our guests, result in a dirty or messy work area, answering the phone or speaking with a full mouth, or delay greeting a customer. Keep the work area clean and return used dishes to the dining dish belt.

If possible, please pick your food up before you come to work!
**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.

**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.
TRAINING
We want you to be successful in your new position, so we have a variety of training sessions available for all student employees to attend. At the beginning of the Fall Semester, a kick-off meeting is held to get us off on the right foot for the new academic year. The meeting allows everyone to meet each other, learn a little bit about what each area does, and hear about changes in the Centers and plans for the current year. Additional required training sessions are offered throughout the year focusing on developing your skills professionally.

Supervisors will arrange on the job training so you can learn all the skill and performance standards needed to be successful in your position. If you have any questions regarding your position tasks or responsibilities, be sure to talk with your supervisor.

Training Sessions Structure
New student employees are required to attend an orientation session which will focus on giving them information regarding the University Centers’ mission, organization structure, and employment expectations.

All student employees are required to attend four components of training. Students will be paid their hourly rate when attending these sessions.

1. Large group “Fall Kick-off” for the University Centers Student Employment Program
2. Specific training designated for each position/employment area.
3. One workshop on diversity/inclusivity offered by the UC Student Employment Program. If students wish to substitute a workshop/program offered elsewhere on campus for this requirement, they must receive prior approval from the University Center’s Associate Director.
4. One general skills-based workshop selected from those offered through the University Center’s student employee workshop program.

ONE FINAL THING TO REMEMBER
“It is in this moment you have the power to be the solution!”
-Ilenan Kane

To be the solution, you first need to know the problem. Listen to the customer. Ask the questions to get to the problem. Then try to solve that problem. No one likes to be sent to another department, either by walking or over the phone. See if you can help the person before sending them off. This could be as simple as making a quick phone call for them.

Don’t forget to smile!!!
APPENDIX A:

HISTORY OF UC

University Centers is comprised of two buildings, Cartwright Center and Whitney Center.

University Centers is under the supervision of the Director of University Centers, who in turn reports to the Vice Chancellor for Student Affairs and Dean of Students. Cartwright and Whitney Centers are supported entirely by student fees and revenue generated from facility services. A department organizational chart is available in the Administrative office (212 Cartwright Center) or online at http://www.uwlax.edu/University-Centers/Student-employment.

**Cartwright Center** was first constructed in 1959 to enhance the social, cultural, and recreational development of students at UW-La Crosse. The center was named in honor of Edith Cartwright, Dean of Women (1941-1969). In 1964, over 38,000 square feet of space was added to the north side of the original 58,895 square foot structure.

In 1985 a major remodeling and building project added many updates to the building, plus an additional 35,000 square feet of space. The new addition was named the Gunning Addition, in honor of Richard (Joe) Gunning, Dean of Men (1947-1971). This addition includes the Bookstore, Textbook Services, Port O’ Call Lounge, main entryway, and Valhalla. During this remodeling, the main entrance was moved to the north side of Cartwright Center and now faces the center of campus.

Today, the Center serves over 10,000 students, faculty, staff, and community members each year. It is the role of every Centers employee to provide a positive experience to all who visit here.

**Whitney Center**, a 60,000 square foot dining service facility was constructed in 1965-1966 to serve as the dining facility for students living on campus. There have been multiple renovations to this building over the years, based on dining trends.

A new student center is coming soon!!! We are now in the process of planning construction of a new student center which will be located to the east of Wimberly Hall. The building is scheduled to open January 2017.