

Student Government	Student Involvement Ctr.
Sundry Items, Personal Products	University Bookstore
Television	L1 Lounge & The Den
University Apartments, Reception Desk	595-2320
Vending Machine Refunds	Campus Concierge & Cashier's Office
Student Activities & Volunteer Program	
Diane Gaffney, Office Manager	595-2200
Amanda Balistreri, Campus Activities Coordinator	595-2646
Carol Dalton, Campus Activities Associate	595-2279
Volunteer Program	595-2011
Student Center	
Dennis Casey, Asst. Director, Business Operations	595-2027
Nicholas Rohde, Conference & Event Associate	595-2458
Michael Shimkus, Operations Coordinator	595-2028
Carol Kinsley, Budget & Policy Analyst	595-2201
Stephanie Sirovatka– Marshall, Director	595-3339
Greg Thomas, IT Manager	595-2432
Residence Life	
Adrienne Birkholz, Assistant Director	595-2058
Lisa Jacobs, Program Associate	595-2320
Elizabeth Stafford, Univ. Apts. Hall Director	595-3424
Kara Hunter, Pike River Suites Hall Director	595-2792
Kathryn Evans, Ranger Hall Director	595-3422
Other Services	
Jennifer Karaway, Educators Credit Union Manager	595-3703
John Nicholds, Dining Services Director	595-2075
Murat Enginar, Catering Director	595-2346
Kim Flannery, University Bookstore Manager	595-2301

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For additional information visit www.uwp.edu

Keywords: Student Center

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Directory of Services & Staff

ATM	SCTR D1 & Library Entrance
Billiards, Electronic Games, Foosball	The Den
Bookstore	SCTR D1 Level
Building Manager	Campus Concierge
Bus Pass/Kenosha, Maps, Copy Machine	Campus Concierge
Campus Concierge	595-2307
Campus Information (Automated System)	595-2345
Campus Program Information	Student Activities
University Relations	595-3226
Catering Office	595-2346
Dining Services Office	595-2601
Disc Golf Discs	University Bookstore
Employment Applications	STCR L209 595-2458
Film, Concert Schedules	Campus Concierge
Brickstone Grill & Eatery, The Encore	STCR D1 Level
The Den	STCR D2 Level, 595-2695
Lost & Found, Meal Plans Information	Campus Concierge
Newspapers (Local & National)	The Bridge
Parkside Activities Board (PAB)	Student Involvement Center
Pike River Suites	595-2791
Promotions Room, Posters, Raffle Tickets	Student Activities
Ranger Hall Reception Desk	595-2058
Reservations/Event Services	SCTR L209, 595-2458
Residence Life Office	RH 36, 595-2320
Student Activities	STCR L104, 595-2278
Student Center Administration	SCTR L209, 595-2458
Student ID's, Campus Cash, Dining Plans	Campus Concierge
Student Involvement Center	SCTR L101
Volunteer Program	Student Activities, 595-2011

For additional information visit www.uwp.edu

Keyword: Student Center

Clocking In and Out / Using HRS for Time Entry



HRS UW-Portal – Be sure to clock in and out on the web each time you work. If, for any reason, you are unable to clock your time, you must complete either a Missed-Punch Report Form or e-mail your supervisor directly. Be sure to know which your supervisor requires.

UW Portal

Website is: uwp.edu, Click on faculty and staff, then click on My UW-Portal

1. **Username** is your student login information.
(same as ranger-email/solar/d2l logins)
2. **Password** will be the same password you use to login to the above mentioned accounts
3. Click on Web Clock, then depending on what job you are working, choose the appropriate job and you will be required to login again.
4. Search for your **appointment/job** title.
5. Click on **“Punch type”**--- select in if you are beginning a shift and out if you are ending a shift.

Note: You can view your timecard but cannot change it. If you see an error or forgot to punch in/out, complete the green Missed- Punch Report and turn it in to your supervisor before the end of the pay period.



Do you or have you had multiple positions on campus?

You will need to select the appointment/job to log in to if you have worked else where on campus.

WELCOME

We are glad you are here!

Welcome to the Parkside Student Center student employment! You are very important to the success of our programs and services. The way each of you, individually, and all of you, as a team, perform your duties impacts the quality of service we provide to our guests.

We have created this handbook and training which we hope will enable you to perform your duties well. We would like every staff member to experience the excitement of belonging to a well functioning team and the satisfaction of a job well done.

SUCCESS

Service = your helpful activity, customer service

Utility = the quality of being useful

Commitment = pledging or engaging oneself

Communication = imparting information by speech or writing

Enrichment = to improve one's self; to learn

Self-Awareness = state of being aware & having knowledge

Support = to serve as a foundation of the TEAM

SUCCESS ~ These are the qualities and skills you will gain through your employment. We encourage you to use your employment to:

- Participate in interactive programs for both personal and professional enrichment
- Gain a superior level of guest service training
- Interact with a diverse customer base, as well as learn to appreciate differences and diversity
- Gain invaluable experience leading toward professional experience
- Make your own positive impact on the campus community

The University of Wisconsin-Parkside is committed to providing equal educational and employment opportunity regardless of race, color, gender, sex, creed, religion, national origin, disability, ancestry, age, sexual orientation, pregnancy, and marital/parental status.

OUR MISSION

The Parkside Student Center and its supporting units are an integral part of the educational purpose of the institution. We are committed to providing learning opportunities that enhance personal and intellectual development by integrating campus life with formal learning, life experiences that help develop personal values, and comfortable accommodations that satisfy student needs and make them feel at home.

Our Educational Goals

1. To expose students, faculty, and staff to a diverse environment in which the dignity of individuals is respected and individual differences are cherished.
2. To expose students, faculty, and staff to a variety of social, cultural, and educational opportunities.
3. To develop leadership skills in students, faculty, and staff.
4. To foster a sense of community, at the university and within the community.

Business Hours for Academic Year

<u>Campus Concierge</u> Monday – Thursday Friday	8 a.m.— 6 p.m. 8 a.m.—4:30 p.m.
<u>Dining Service Hours</u> Brickstone Grill & Eatery Monday— Friday Saturday— Sunday Molinaro Joe’s Monday— Thursday Friday The Den Monday-Sunday The Encore Monday— Thursday Friday Wyllie Market Monday— Thursday Friday	7:30 a.m.— 8 p.m. 10 a.m.— 2 p.m. & 4 p.m.— 7 p.m. 7:45 a.m.— 2 p.m. & 4:30 p.m.— 8 p.m. 7:45 a.m.— 1:30 p.m. 7 p.m.— 11 p.m. 7:30 a.m.— 2 p.m. 7:30 a.m.— 1:30 p.m. 7:30 a.m.— 7 p.m. 7:30 a.m.— 2 p.m.
<u>Parkside Student Center</u> Monday— Sunday	7 a.m.— 11 p.m.
<u>Reservations/Conference & Event Services</u> Monday— Friday	8 a.m.— 4:30 p.m.
<u>Campus Activities & Engagement</u> Monday— Friday	8 a.m.— 4:30 p.m.
<u>University Bookstore</u> Monday—Thursday Friday	8:30 a.m.— 6 p.m. 8:30 a.m.— 4 p.m.
<u>ITM</u> Monday—Friday Saturday	8 a.m.— 7 p.m. 8 a.m.— 3 p.m.

Employee Performance Review

Your supervisor completes a performance evaluation at the end of each academic semester. You have the opportunity to earn merit points based on your job performance. Reviews include the following:

1. **Job Knowledge**
2. **Professionalism**
3. **Quality of Work**
4. **Attendance/Dependability**
5. **Relationships**



Criteria is rated on a scale from one to three.

- 3 = Exceeds Expectations
- 2 = Meets Expectations
- 1 = Needs Improvement

Scores are then totaled and averaged by number of responses.

Merit increase points are as follows:

- 0-1.99 = No merit increase; 2.0-2.59 = \$0.05 increase;
- and 2.6-3.0 = \$0.10 increase.

Longevity in a position = \$0.05 merit increase each semester

*Please ask your supervisor for a copy of the Performance Review for more details.



Philosophy Statement

The Parkside Student Center and its supporting units are an integral part of the university community.

There are three primary functions that describe these areas:

Service, Support and Education.

WHAT THIS MEANS TO EMPLOYEES:

SERVICE: Great guest service is essential to customer satisfaction.

SUPPORT: The Parkside Student Center and its units provide support for the University's educational programs, student life, and leadership development programs at UW-Parkside.

EDUCATION: Education is the primary focus of our organization. All areas contribute to the educational mission of UW-Parkside. Education occurs through interaction with staff, workshops, committee involvement, and attendance at events.

Employment Retention Policy

Our goal is to have you continue as an employee as long as you are a student here. Our wish for every student employee is a positive and productive work experience. We attempt to give every student a professional work experience, including as much responsibility, autonomy, and accountability as possible and is prudent. Your eligibility for student employment ends when your student status ends.

Facilities and Services

- **Campus Activities & Engagement** is responsible for connecting students to community agencies and resources, supports and advises student organizations and advisors, provides leadership opportunities, and collaborates on campus-wide programming.
- **Campus Concierge** is designed to assist students, staff, faculty and visitors by providing information about UW-Parkside and the surrounding communities. In addition, you can purchase tickets and get assistance with your Ranger Card.
- **The Den** features billiards, video games, board games, an Internet Zone, food and a variety of programs throughout the year.
- **Dining Services** are provided in five food service areas along with campus catering of all events. The contracted food vendor, A'viands, works with the Student Center staff to ensure that the best dining experience is available to all of our guests. External locations include Wyllie Market, featuring Erbert & Gerbert's, and Molinaro Joe's
- **Educators Credit Union** provides financial services to students, staff and guests of the university.
- **Reservations/Conference & Event Services** is responsible for reserving and maintaining all meeting and activity space.
- **Student Involvement Center** is a unique space where all recognized student organizations have a place to work, meet and network. Additionally, it is equipped with supplies to create promotional materials for events sponsored by student organizations.
- **University Bookstore** offers a large variety of school supplies, gifts and novelties, books, art supplies, health and beauty aids, snacks, candy and athletic wear. Follett is the contracted vendor.
- **Volunteer Program** is responsible for connecting students to community agencies and resources.

Student Employee of the Semester

At UWP, we love to recognize a job well done! Any student, staff, or customer may nominate a student employee to win this award. Nomination reminders will go out every mid-month. You may submit your nomination online or in person at any time. Recognition of the student will be found on our website.

Criteria for nomination may include (but is not limited to):

- ⇒ Exceptional personal qualities such as: flexibility, adaptability, initiative, exceptional team member qualities, attitude, and performance.
- ⇒ Exceptional customer service.
- ⇒ Helping reach the goals and missions of both the university and Student Center department for improved university-customer-community relations.
- ⇒ Exceptional work ethic: going above and beyond the requirements in the position description
- ⇒ Successful methods of improving work place procedures
- ⇒ Suggestion of a new idea, method or program. This may result in saving money, time, increasing revenue, improves productivity, and/or team morale
- ⇒ *Any other criteria decided by the nominator that meets the goals and objectives of the employee's unit.*

Employee Discipline Guidelines

- Probation: the supervisor must indicate the length of the probationary status. Minimum length of probation is one semester.
- Sanctions associated with multiple offenses are the discretion of the supervisor

V.W.= Verbal Warning

P= Probation

W.W.= Written Warning

T= Termination

WORK RULE VIOLATION	1st Offense	2nd Offense	3rd Offense	4th Offense
Late for assigned shift	V.W	W.W	P	T
Leaving work station	V.W	W.W	P	T
Use of telephone or computer for personal reasons w/o permission	V.W	W.W	P	T
Frequent visitors during work hours	V.W	W.W	P	T
Eating at Work Station	V.W	W.W	P	T
Failure to properly complete assigned tasks	W.W	P	T	
Poor customer service/ Rude to customer	W.W	P	T	
Violation of work rules	W.W	P	T	
Failure to meet academic Requirements	P	T		
Misuse of university property	T			
Theft of university property	T			
Threatening or abusive behavior	T			
Unauthorized use of the facility	T			
Use of alcohol or drugs while working	T			

Student Employment Policies

Attitude – 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 visitor meets on our campus. A pleasant, positive attitude is essential at all times!

Customer Service – Honor the **GUEST** Perspective

Greet: Everyone must receive at least one greeting, smile and make eye contact, show the customer that they are our #1 priority

Understand Needs: Ask clarifying questions, use verbal/visual clues, every person needs something different

Engage and Suggest: Personal connection, understanding guest's needs, tell what is happening in your unity or at SCTR

Serve with Urgency: Shows that we respect and appreciate their time, accurately and efficiently serve our guests

Thank: It's easy-just say it, "have a nice day" is never a substitute, shows that we appreciate the guest's choice

Appearance/Hygiene –You are required and expected to have well-groomed appearance and have taken care of personal hygiene before and during work.

DO wear correct color work shirt & nametag, visible, at all times.

Conduct yourself in an alert, courteous manner. Closed toed and closed heeled shoes only.

Not appropriate: short shorts, pants/jeans with tears, patches or holes, gym wear (sweat pants), sleepwear, hats, athletic head-bands, or bandannas. No pants hanging below hip or undergarments showing.

Summer/Winter: Shorts must be hemmed at least 5ll inseams, shirts must have sleeves, no sports bras, and wear a belt. Long sleeve shirts may be worn UNDER your work shirt, your correct colored work shirt must be visible if other winter apparel is worn.

Uniforms – All employees must wear their assigned shirt and appropriate bottom wear at all times while working. Shirts will be supplied to each student employee at a subsidized cost. Lockers for change of clothes are available in the Parkside Student Center upon request.

Nametags– Student employees will be provided with a name tag to be worn at all times while working. Your first name tag will be provided free of charge. There will be a \$9.00 replacement charge if lost.

Conduct While On Duty –Studying and making or receiving personal calls during your shift is not permitted.

Promptness - Is essential! You are expected to be at work at the time you are scheduled. However, since you are all students, it is in everyone's best interest to arrive 5 to 10 minutes early for your shift and to stay until your replacement arrives. This allows for an information exchange with your co-worker; it also enables the person you are relieving to get to class on-time.

Visits from Friends- are not allowed to congregate or to visit you while you are working. This inconveniences our customers and may interfere with the work of both yourself and your colleagues.

Leftover Food & Bev- We are responsible for protecting the health and safety of our members, guests, customers and employees from food related illnesses. When a catered event has leftover food, perishable food must be handled as follows:

- Leftover food may be made available to employees only after all customers of a catered event have departed AND only when a supervisor or event manager has determined the food cannot be used again
- Leftovers are not to be made available in public areas, only in designated areas
- Employees are not permitted to take leftovers home

Work Area- It is important that your work area be kept clean and organized. Work with your colleagues to keep the area tidy and sanitary.

Paycheck-Students are provided paychecks every two weeks. Checks are distributed through direct deposit to an account of your choice. Expect to receive your first paycheck four weeks after submitting all of your payroll forms (see below) and beginning work.

Payroll Forms- Before you begin to work, you will need to complete an I-9 (Federal Immigration Form), the Student Employment Authorization form, a W-4 (tax withholding form) for UW-P payroll, Selective Service Compliance and Student Employment Checklist. Forms are available from your supervisor. A delay in completing forms will result in a delay in your first paycheck. **Note: Students may not work more than 20 hours per week during regular semester, (40 during summer/winterim) in total of their on-campus student positions combined. Hours cannot be "banked" for future payroll periods.**

Trainings & Meetings- All student employees are required to attend both the fall and spring semester training sessions. Attendance is mandatory at any meetings held by your area supervisor. If you must miss a meeting, other arrangements need to be made with the supervisor prior to that meeting. Training and meeting attendance is one criterion for merit increases. Lack of attendance at required meetings and trainings may result in disciplinary actions.

Training & Meetings Learning Objectives—

1. To introduce student employees to the various departments and the services provided by those departments.
2. To provide student employees with information about what skills they can expect to acquire.
3. To provide student employees with information about what the university expects from them and why their positions are crucial to the success of the organization.
4. To provide student employees with the technical knowledge necessary to be successful within their positions.
5. To help student employees understand the interconnectedness of the organization and the impact they as employees have on other aspects of the organization.
6. To encourage the development of self-responsibility and initiative through the challenges faced during the course of the year within their individual positions.

Breaks- Your supervisor will set any allowable break times with you. You must clock out for lunch. Food may be consumed during break periods only and away from your work area.

One fifteen (15) minute break is allowed for a minimum of four hours worked, and one half-hour (1/2) lunch will be allowed for each seven and one-half hours (7 1/2) worked.

Employment Policy Violations

The following employment policy violations may result in immediate termination.

- Failure to receive satisfactory job performance evaluations.
- Refusal or neglect to follow procedures/policies outlined in this manual.
- Excessive tardiness and/or unexcused absences.
- Consuming or being under the influence of illegal drugs or alcohol while at work.
- Deliberate insubordination.
- Theft of money or property.
- Falsifying a time card or Missed-Punch forms: either your own or someone else's.
- Dishonesty: falsifying your application, giving false information, or covering up other people's dishonesty to your supervisor, etc...
- Misuse of departmental keys.
- Unauthorized and or inappropriate use of university property including but not limited to: copy machines, telephones, office supplies, computers, game services, any university goods or services for which you have not received prior permission from an administrative staff member (director, associate director, assistant directors, etc.).
- Engaging in behavior that endangers people or property.
- Physically or verbally abusing or threatening any person, participating in racial or sexual harassment or hazing (which includes actions or situations that do or could result in mental, emotional, or physical discomfort).

Some of these actions are also subject to university action, including expulsion from UW-Parkside and/or prosecution.

Security

1. Any time you observe suspicious individuals anywhere in the facilities, report your observance to the Building Manager, Resident Advisor or the nearest supervisor.
2. When you work a closing shift, be certain that all doors are locked (or closed, if they aren't able to be locked) and that equipment is turned off and put away.
3. If you handle cash, please remember:
 - a) Never talk about the amount of cash you handle or that you handle cash at all.
 - b) Never count your cash, including your own money, in view of others.
 - c) If possible, make certain that the room in which you are counting cash is locked and secure.
 - d) Do not permit anyone to enter while you are counting cash.
 - e) Be suspicious of people who inquire about the location of cash and safes in the building.
 - f) Never accumulate large sums of money before depositing such monies in a safe.
 - g) Do not keep cash or valuables in desks or storage areas overnight.
 - h) Immediately upon being handed cash, place it in a secure place. Never leave cash on a desk counter, even when making change.
4. When you arrive at work, place personal items, such as coats, purses, etc., in a secured area. Do not leave them out in the open.
5. Lock all doors behind you when you have unlocked them to enter a room or area.
6. Never leave an office, office area, or storage area unattended or unlocked. When in doubt, lock up!
7. Request identification from persons you believe to be in an area without authorization.
8. You are responsible for the keys in your possession and areas accessible by means of those keys. Do not lend your keys to anyone. Immediately report lost keys to the Student Center Administration office, SCTR 209, (x2458) or Residence Life Office, RH 36 x2320.
9. Report any unusual occurrences to the nearest supervisor, Building Manager or Resident Advisor.

Recycling –The university recycles paper, aluminum, plastic, glass and tin. Employees are expected to recycle and dispose of trash in the proper receptacles.

Smoking – Smoking is not permitted in university buildings or during work hours, nor within 25 feet of all buildings.

Grade Point Averages – In order to be eligible for continued employment, you must maintain the minimum 2.25 cumulative grade point average required for your position (except Building Managers which is 2.5). Your supervisor has the discretion to give probationary status if deemed appropriate for one semester, thus allowing opportunity to improve your cumulative grade point average to meet the minimum requirement.

Work Schedules & Absences –Student employees will be scheduled according to the class and outside commitment schedule given to their supervisors. For absences, please see Call-In Procedure below.

HRS UW-Portal –Be sure to clock in and out on the web each time you work. If, for any reason, you are unable to clock your time, you must complete either a Missed-Punch Report Form or e-mail your supervisor directly. Be sure to know which your supervisor requires.

Call-out Sick/Shift Change/Emergency Procedures– You are responsible for reaching your appropriate primary contact if you are ill, cannot come to work on time, sick, or have an emergency. You are also responsible for your own shift, if you are unable to find someone to switch or work for you; you will still be held responsible for your scheduled shift. Absence and tardiness from work without prior notification may result in probation or termination.

Required

1. Sick/Emergency- Notify your immediate supervisor at least 2 hours in advance of your shift.
2. Talk to a live person. *Unacceptable: leaving a voicemail, text or email. Utilizing one of these three methods may result in probation or termination.*
3. Shift Switch– Must be done at least one week in advance. Utilize the Switch Shift form. Both parties MUST confirm the shift switch. Notify Supervisor the moment you know you need a shift switched

Please review your unit's protocol with your supervisor; there are some variances.

Weekdays before 4 p.m.

Position	Contact	Extension
Building Manager	Dennis Casey	x2027
Campus Concierge	Michael Shimkus	x2028
Campus Act. & Engage.	Diane Gaffney	x2200
Production Services	Dennis Casey	x2027
Student Center	Nicholas Rohde	x2458

Weekdays after 4pm and Weekends: Please contact the Student Center Building Manager on duty.

Employment Problems

If for any reason medical/physical, academic, personal, etc., you become unable to fulfill the responsibilities of your position, inform your supervisor immediately to protect your good work record and allow the supervisor to make other arrangements. The Student Center staff members are committed to providing positive work experiences for student employees and will work with you to accommodate difficulties you may experience from time to time.

If an employee is having difficulty in an assigned work area, several options are available.

1. The employee or the supervisor may request a meeting with the other to clarify any misunderstandings and provide additional work instructions if needed.
2. The supervisor may spend additional training time with the employee to demonstrate steps and methods to accomplish the task, or to provide a "walk through" for completion of duties.
3. The supervisor may prepare a contract outlining the expectations of the position or setting a time frame within which acceptable performance must be attained.
4. The employee or the supervisor may contact the Director of Student center to request a negotiated solution to the problem.



Safety Procedures

Accidents

If you witness an accident or someone with an apparent illness you are to:

1. Call University Police (x2911) immediately if you believe it is a life threatening or very serious situation.
2. Notify the nearest supervisor, Building Manager or Resident Advisor.
3. Make the victim as comfortable as possible and provide whatever assistance you can.
4. **CAUTION: Do not attempt to move an injured person.**
5. Wait with the victim until help arrives.
6. Provide any information you have about the incident to the University Police.

Bomb Threat

If you receive a bomb threat or suspect a bomb, immediately notify University Police (x2911).

1. If the threat is by letter or suspicious package, do not handle.
2. If the threat is by telephone:
 - a) Keep the caller on the phone and ask specifics on location, time of detonation, description of the bomb device, etc...
 - b) Try to analyze the identity of the caller (age, sex, mental condition).
 - c) Listen for background noises that might aid in identifying the location from which the call is originating.
 - d) Write down the message word for word, as accurately as possible, and the time of the call.

Fire Emergency

All employees should be aware of the basic evacuation plan for the UW-Parkside Student Center and Residence Halls. Employees are responsible for monitoring the evacuation process in their work area. It is essential that you are familiar with your area and its corresponding procedure.

1. Familiarize yourself with your area's exit routes, fire extinguishers and fire alarms. If you have questions about these, talk to your supervisor.
2. If an alarm sounds, calmly evacuate your area through the prescribed exits and direct all patrons away from the building.
3. Do not re-enter the building under any circumstances until the Police or Fire Chief gives the "ALL CLEAR".
4. Do not use the elevators during an emergency or evacuation.

Inclement Weather

During a weather emergency the University will not be closed. Classes may be canceled, but student employees must use their own judgment in reporting to work. Student employees who scheduled to work and choose not to report for work must call-in and will not be paid.

Security

The cooperation of every person is needed to maintain a safe and secure environment in heavily used facilities such as the Parkside Student Center and Residence Halls. You are asked to make the following safety practices part of your daily routine.

the area. In Ranger Hall, University Apartments, and Pike River Suites, residents and guests are expected to proceed to the nearest gender appropriate bathroom. Residents and guests should avoid rooms and public areas that contain windows and glass patricians

Tornado Safety

A civil defense siren will sound when a tornado has been sighted in the area. In Ranger Hall, University Apartments, and Pike River Suites, residents and guests are expected to proceed to the nearest gender appropriate bathroom. Please avoid windows.