

## **I. INTRODUCTION**

### **A. INTRODUCTION TO THE UNIVERSITY UNION**

The Office of the University Union is a student service at the University of Wisconsin-Green Bay. These Policies and Procedures are intended to provide a clearer understanding of the student employment experience within the Office of the University Union. Included is information on the rights, responsibilities, and expectations of students who are currently employed.

Also included is information regarding the application and hiring process for those who are interested in becoming employees or who are interested in learning more about the student employment aspect of the Office of the University Union operation.

Included in this section is the Mission Statement of the Office of the University Union and an explanation of the Student Personnel-Administrative Coordinator position and how it relates to these policies and procedures.

### **B. MISSION STATEMENT**

The University Union provides the University of Wisconsin-Green Bay community with facilities, services, conveniences, and programs to enhance the quality of university life. More than just a building, the University Union fosters an environment where the campus community may learn outside of the classroom by helping to connect free time activity with educational study through recreational, social, cultural, governance, employment, and civic involvement opportunities. As the student-focused "living room" and hub of the campus, the Union offers campus information and one card services, dining services, recreational and entertainment areas, event spaces and support, study and lounge areas, and many other conveniences. It is the goal of the University Union organization to be receptive and responsive to the changing and diverse needs and issues of the campus community.

### **C. STUDENT PERSONNEL-ADMINISTRATIVE COORDINATOR**

The Student Personnel-Administrative Coordinator is responsible for the coordination of hiring, orientation, and evaluation of student employees. The position develops office policies and procedures related to personnel concerns. Many of the specific responsibilities of this position are directly related to policies and procedures in this manual.

Specific responsibilities include student records security, payroll information, employee exit interviews, acting as facilitator for the Recognition Committee, and confidential student employment issues based on the Federal Family Educational Rights and Privacy Act of 1974, commonly referred to as the Buckley Amendment.

Other responsibilities include production of a weekly email on a regular basis and having a basic knowledge of campus services specific to academic, social, and legal student needs. Also

important is knowledge of Student Government Association concerning the budgetary process and activities related to Union operation and/or policies, general student organization information, and event programming. On-going skills training and social events are provided for all University Union employees.

The Student Personnel-Administrative Coordinator holds a unique position within the structure of the Office of the University Union and therefore must possess written and verbal conflict management and resolution skills, patience, and communication/listening skills. Student employees who may need a sounding board for creative employment ideas can talk openly and privately (if necessary) with the Student Personnel-Administrative Coordinator to get feedback and suggestions on how to bring the issue to the Student Supervisors.

This position is also expected to be a contact point for students (employees or patrons) who have a question concerning employment policies and procedures, a concern about the fairness and equity of employment, or need guidance or assistance in pursuing issues of work-site harassment, discrimination, or other unacceptable work environment experiences.

All contact in these cases will be treated as confidential at the request of the student concerned, and the Student Personnel-Administrative Coordinator will assist the person in any way necessary, up to and including referral to the Dean of Students and legal authorities when the situation warrants. Employee input is always welcomed.

## **II. RIGHTS & RESPONSIBILITIES**

### **A. CONDUCT AND EXPECTED BEHAVIOR**

The University Union maintains certain rights and services for student employees, and expects responsible behavior as a result of opportunities of employment. These rights and responsibilities are addressed here.

In many cases you will, as a University Union employee, represent the University of Wisconsin-Green Bay to the public. One of the most important functions of your job is to be as helpful and courteous as possible to our customers. You are often the first contact, so it is important that you perform professionally. Your work dress, language, attention to detail, and promptness all contribute to your professional image.

Each one of us is an important member of the Office of the University Union team. Everyone contributes to the daily operation of a clean and safe Union facility while efficiently serving many customers. A positive job attitude can result in personal happiness and job satisfaction for everyone.

We are all working toward the same goals; it is crucial that we work well with other employees in and out of our work areas. You must be able to deal effectively with the potential tension created by different types of people. It will be helpful for you to learn the names and jobs of other Union employees. By knowing how they do their jobs and how they relate to yours, you will better understand why they do some of the things they do.

Having a good attitude means taking your job seriously. This does not mean you cannot have fun; it means taking responsibility for being on time for work and presenting your best effort. It also means developing habits of service with a smile and a customer-centered orientation. Your on-campus job in the University Union does not require the need for additional transportation, and it allows for flexible hours. The University Union pays well, can help build job references and contacts, and can help you learn many job skills such as team building, improved communication, and other relationship skills. We also want you to give suggestions on improving our operation in any way.

## **B. CUSTOMER RELATIONS**

The Office of the University Union serves many different customers. Our customers may be students, University staff or faculty, alumni, community organizations, or local businesses. Our image and reputation depend upon how well we serve our customers. We are always courteous and friendly in dealing with our customers. Every effort will be made to satisfy and accommodate our customers while adhering to the policies and procedures of the Office of the University Union.

If you are unable to accommodate a customer's need or request while remaining within the policies and guidelines of the UW System, UW Green Bay, or the University Union, refer the customers to, or call the appropriate staff supervisor, Building Manager, or University Union Director. To determine how to appropriately handle a customer that becomes disorderly or violent, refer to the policy on "Handling Disorderly Customers and Violent Behavior," within the Emergency Procedures Section.

## **C. SCHEDULING/MEETINGS**

All student employees are scheduled by their immediate supervisor for office hours, set-ups, and events. The schedule is organized according to the student's class schedule, work-study, and/or National Collegiate Athletic Association requirements (if any). If an employee is unable to work when scheduled, he/she is responsible for finding someone to work for them as a replacement. (See: Switching Shifts/Work Replacements)

At the start of every semester, employees must submit a work/class schedule to their immediate supervisor. The schedule will clearly indicate the days and times that the student will be available to work, and the days and times the student will be in class, or have other commitments.

Each area of the Office of the University Union schedules regular meetings to discuss issues, procedures, and upcoming events. Supervisors will schedule meetings around class and work schedules and will notify their staff in advance. Most meetings are mandatory and employees are compensated for their time.

## **D. PERSONALITY CONFLICT/PROBLEMS**

If you experience a conflict with another employee, an attempt should be made to resolve the conflict directly with that individual. If you are having difficulty reaching a resolution you may

contact your supervisor, the Student Personnel-Administrative Coordinator, the Director, or the Dean of Students for assistance.

#### **E. SICK LEAVE AND VACATION**

Full-time staff and student employees are eligible for leave and vacation, but student employees are not eligible for sick pay or vacation pay. If a student has need of vacation time for personal or academic reasons (i.e. Spring Break), their supervisor should determine arrangements with the student. Students will not be paid for time away and are encouraged to plan vacation time well in advance. The staff supervisor or the Director of the University Union must approve all vacation time. Further consideration must be given in longer periods of absence.

#### **F. SWITCHING SHIFTS/WORK REPLACEMENTS**

##### **Responsibility**

Students are expected to work all scheduled hours. If there is a conflict, it is each student's responsibility to find another student employee to work. Only students currently employed by the University Union and who have been appropriately trained for the specific work area may serve as work shift replacements.

##### **Work Replacements**

When finding a replacement, immediate supervisors should be notified in writing. Include the date and time the replacement will be working, their name, and the person's telephone number. Supervisors are responsible for setting up their own forms for appropriate tracking of this information.

##### **When Work Replacements Are Not Available**

If a student is unable to find a replacement, that student will call the supervisor at least 48 hours before the day to be worked. If a student becomes ill the day they are scheduled to work, they must call the Office of the University Union to notify their supervisor that they will not be able to work.

#### **G. ELIGIBILITY FOR EMPLOYMENT**

##### **Fall and Spring**

In cooperation with applicable federal and state regulations, the Office of the University Union is committed to nondiscrimination, equal opportunity, and affirmative action in its educational programs and employment opportunities. All student employees are required to take at least 6 undergraduate or 5 graduate credits per semester and maintain a minimum cumulative GPA of 2.0 to remain in good standing as a student employee. New applicants are confidentially checked prior to a job offer to verify their credit load and GPA status. Current and continuing employees are confidentially checked by session to verify their credit load and GPA status. A

*session* includes spring/fall semesters and summer if the student is enrolled with 6 undergraduate or 5 graduate credits.

### **Summer Session**

To be eligible for employment with the Office of the University Union during the summer months, a student must maintain a minimum *cumulative GPA* of 2.0 and meet one of the following requirements:

1. The student is enrolled in a summer course at UW-Green Bay or has registered for a minimum of 6 undergraduate or 5 graduate credits for the coming fall semester at UW-Green Bay.
2. The student has been accepted to another University of Wisconsin campus and will begin study in the coming fall semester. A copy of the acceptance letter from the other University of Wisconsin campus must be presented to the Student Employment Office (Student Services building, Room 1100) on the UW-Green Bay campus.

### **New Applicant**

1. If a new applicant doesn't meet the criteria they will not be considered for employment, but they can reapply at a future date.

### **Current and Continuing Students**

1. GPA Check
  - a. If a current or continuing student does not meet the criteria:
    - The student will be placed on a probationary period.
    - A letter from the Student Personnel-Administrative Coordinator will be sent to the full-time staff supervisor and a copy placed in their personnel file.
    - The student will meet with the full-time staff supervisor and discuss their current and future workload, steps to be taken to increase GPA, etc.
    - A written document stating corrective action will be completed, signed by both supervisor and student, and placed in the student's personnel file.
    - The immediate student supervisor will be informed of probation status and will work with the student employee and full-time staff supervisor to accommodate corrective action.
2. Credit Load Check
  - a. If a current or continuing student employee doesn't meet the criteria, the University Union will cease their employment status until their credit load meets the criteria.

### Students on Probation

Students placed on probation will have two sessions to improve their *cumulative GPA* above a 2.0. After one session of probation their *session GPA* will be checked and after the second session of probation the student employee's *cumulative GPA* will be checked.

1. After one session of probation the student employee's *session GPA* must be above 2.0. If they fail to do so the University Union will cease employment.
2. After the second session of probation the student employee must have a *cumulative GPA* above a 2.0. If not the University Union will cease employment.
3. If the probation period is successfully completed, the student must maintain a *cumulative GPA* of 2.0 during any subsequent session of employment at the University Union.

### Probation Appeals

At any time a student employee who is on probation or has been dismissed because they did not meet University Union GPA requirements will have the option to file an appeals form with their full-time staff supervisor. The University Union Director and the full-time staff supervisor will place the appeal form under consideration, and make the final decision.

### University of Wisconsin-Green Bay Employment Guidelines

For information on university policies regarding employment, see the Student Employment Guidelines Handbook provided by the campus Student Employment Office.

#### H. OFF-SITE WORK OPPORTUNITIES

Students who are employed by the office of the University Union may at times need to leave the Union or office to perform job duties. Student employees must be aware of the following concerns when working off-site:

- When working off-site (outside the office or Union), students are expected to conduct themselves in a professional manner consistent with the Office of the University Union Policies and Procedures related to employment.
- Permission for off-site work must be verbally granted by the appropriate lead or staff supervisor PRIOR to the work being attempted. This is important for insurance reasons.
- An Off-site Report Form (See Form A) must be filed by the student within two working days of the off-site time. This form must go to the appropriate Assistant Director or Director to be signed as official payroll hours. The Assistant Director or Director will ask the student to explain, in detail, the project work completed.

- Students who need to run errands or deliver items to other parts of the University community are not required to fill out an Off-Site Report Form, as long as the errands occur during standard shift hours or the appropriate full-time staff member is aware of where the student needs to go. If the student will be out of the Union and/or Office for more than an hour, prior approval and an Off-Site Report Form need to be processed. Please see the Student Policies for details on this process.

## I. BREAKS

The following are general guidelines about employee breaks. Each supervisor will add other instructions as they apply to each work area:

When working a shift that is between 4 and 7 hours, an employee may take a 15-minute paid break. If an employee works eight or more hours he/she may take one 15-minute paid break and either two 15-minute breaks or one 30-minute break unpaid. Students who work lengthy shifts due to programming needs should take breaks so as not to become overtired and risk injury while moving equipment or arranging rooms. Safety is an important part of completion of work.

A supervisor will authorize all breaks when one is available and breaks should not be taken at a time when there is no coverage for a work area unless a student is the only person working. Some areas have predetermined arrangements for breaks and their supervisor will notify employees in regards to these arrangements.

## J. FOOD AND BEVERAGES

Eating is not allowed in those areas designated “public service” including the outer desk of the University Ticketing & Information Center, and the Phoenix Club Recreation desk.

Snacks may be consumed in staff areas only when it does not interfere with customer contact. Meals should be consumed only in designated dining areas. Beverages, when kept from view and when customers are not present, may be consumed in all areas; except around office equipment and computers. It is the responsibility of individuals to dispose of and recycle their waste and recyclables properly.

Food and beverages may be permitted in the third floor conference room when appropriate, and for special events. Any exception to this policy will require the approval of the Director of the University Union.

## K. USE OF OFFICE AND TELECOMMUNICATIONS EQUIPMENT FOR PERSONAL NEEDS.

Office and telecommunications equipment provided by the University Union is for the purpose of accomplishing the mission and goals of the organization. Use of such equipment for personal needs should be only in cases when approved by the staff supervisor(s).

**Telephones/FAX machines:** The University Union’s telephone system is established on shared, pooled lines so personal telephone calls should occur sparingly as to not tie up

telephone lines, and as to not interfere with job duties. If an emergency warrants a personal phone call while working, the supervisor should be notified for approval. Personal long distance or toll calls are never acceptable except in the case of an extreme emergency. Long distance calls will be logged and tracked. If abuse is apparent, disciplinary action and monetary reimbursement will be necessary.

**Computers/Printers (and other associated equipment):**

University Union shared accounts:

- uutech
- uupromotions
- uumanager
- uic
- uuuticlead
- uufinancial
- uurecreation
- unionres
- uuspc
- uusrt
- uuweb
- uupromolead

University Union shared accounts should be used for anything that relates to the successful completion of assigned duties, writing or responding to work related emails, and accessing the University's web pages. University Union shared accounts should not be used for instant messaging, downloading, or installing hot bars or any other computer software, personal web surfing, completing personal documents, and computer game playing.

Printing of personal course projects/papers or any personal documents should not take place on Union office printers – the campus's Pass Print program is set up for students to print in computer labs.

If a student wishes to use a Union computer with the exception of computers in customer services areas for a course project/paper on his/her personal time and other campus computers are not available, a request should be made to the staff supervisor. Approval may be given for such use on a request by request basis, and is dependent on availability of the computer – work needs will always take priority over approved personal use.

The use of University Union shared accounts should not be used for social networking. Social networking is defined as a wide variety of web sites and services that allow you to connect with friends, family, and colleagues online. Social networks include, but are not limited to Facebook and MySpace.

A student may use these social networks if they are related to work that they are doing for the University Union (examples include marketing, promoting, etc.)

**Use of Personally Owned Electronic Devices:** Use of personally owned electronic equipment is not allowed while you are working. This includes, but is not limited to, laptop computers, hand-held video games, and cell phones. Please silence your cell phone while working, and give family and friends your work contact number so they will be able to contact you in case of an emergency.

**Photocopy Machines:** The University Union provides photocopiers for office and organization needs. As a rule, copiers should not be used for personal needs or projects at any time. Several photocopiers are available around the campus for personal needs. The office copier is not for high-volume copying which is defined as copy projects of more than 30-40 copies. High-volume copy projects should be sent to the campus copy center in order to minimize maintenance and repair needs of the Union's copier and in order to be more cost effective. Wasteful or personal copying may result in disciplinary measures.

#### L. PERSONAL CONTACTS WHILE WORKING

Our primary goal in the Office of the University Union is to serve our customers in a friendly and professional manner. We must prevent distractions from interfering with our ability to provide high quality service to our customers. Each of us has a responsibility to monitor our own personal conversations and visitors in order to keep customer service as our primary focus at all times. A good rule to remember: two minutes is enough time to deal with personal contacts. Student and staff supervisors will verbally warn employees if this policy is violated. If the employee continues to violate the personal contacts policy while working, further disciplinary action will be taken. Visitors at work should not become a regular routine as it will interfere with job responsibilities.

#### M. WORK SPACE

Care and consideration will be extended to others regarding shared desks and workspaces, personal mailboxes, and the private drawers and files in all offices. It is each student's responsibility to keep workspaces clean, neat, and organized.

Office supplies should be used responsibly. Employees should use only what is needed and not the entire stock of items.

The Union's paper supply should be used in a conservative manner. These guidelines should be followed:

- The office photocopiers and laser printers are not for high-volume copying which is defined as copy projects of more than 40 copies. High-volume copy projects should be sent to the campus copy center in order to minimize maintenance and repair needs of the Union's copier and in order to be more cost effective.

- Paper should only be used when hard copies are needed. Do not print or photocopy unnecessarily. Wasteful or personal copying may result in disciplinary measures.

*Note: Usage of paper in the photocopier is recorded on a monthly basis to track inappropriate usage. In addition, each order of paper is recorded in order to track paper usage and inappropriate use as well.*

## N. UNIVERSITY UNION BUILDING ACCESS

Access to the locked third floor suite or any other locked University Union work area may be requested of the Building Manager through the University Ticketing & Information Center during building hours. Only authorized people will have building access, and will be pre-authorized through their supervisor and signature approval by the Union Director for key authorization. Employees will be held responsible for maintaining appropriate Union building security and professional manner at all times. Failure to maintain building security is grounds for employment dismissal. \*\*

### Access After Normal Building Hours

The guidelines detailed below are meant to ensure your safety and security as well as that of the University Union building. These guidelines are the same for all staff who have access to the Union outside of normal building hours and are necessary to ensure the safety and security of staff and to protect the investments made in the University Union. We have experienced thefts in the past (change machine, video game, and mail), which have caused these guidelines to be implemented.

- Card access opens the Loading Dock exterior door and the hall access door from the Loading Dock to behind the Phoenix Club.
- When accessing the University Union after normal hours please follow the guidelines listed below.
  - Close and lock doors behind you as you enter (the doors you will pass through are highlighted on the attached floor plan)
  - Please call Public Safety\* (2300) and inform them if you are in the Union and also call them when you leave (when you call you will most likely reach the power plant supervisor on duty and they will relay the message to the officer on duty). \*\*
  - If there is any other Union staff on duty, please be sure to let them know you are here so they are not surprised by your presence, as they would normally think the building is empty after hours.
  - If you need to access any areas not related to your office, please be sure to close any hallway doors opened and turn off any lights you had turned on.

- If you are staying in an office after the Union closes for the day, the Building Manager will note your continued presence in the building and let Public Safety know you are still inside. The guidelines noted above still apply in this situation except the Building Manager will be the one who lets Public Safety know you are here.

\*The purpose of calling Public Safety is to ensure their awareness of your presence in the event of an emergency or to evacuate the building.

#### O. EMPLOYEE OR VOLUNTEER KEY POLICY

At the end of each academic year, as there is a large turnover in the student employees of The University Union and members of various student organizations who are located in the University Union, several key changes also take place. In addition, attention must be given to the full-time staff of the Union in dealing with various key issues that arise. It is necessary that specific guidelines be followed when dealing with the returns, transfers, replacements, and extensions of both student and full-time staff who have been issued a key(s) to access an area of the Union building. The following is a list of instructions when dealing with various key issues:

**IMPORTANT: Yellow cards --- use for student employees, volunteers, or leaders. \*\***

##### **If a key is being issued**

1. Write the name of the person receiving the key on the “user name” line
2. For students (yellow card) write the student identification number on the “SID” line and the date the key needs to be returned by on the “Return By” line.
3. The person receiving the new key should pick it up in UU306 ... at this time the new key holder will sign the “Signature of User” line on the back.
4. Record the information on in the Union’s spreadsheet.

##### **If a key is being transferred:**

1. Have the person returning the key sign their yellow card.
2. On a new yellow card; write the name of the person receiving the key on the “user name” line
3. For students (yellow card) write the student identification number on the “SID” line and the date the key needs to be returned by on the “Return By” line.
4. Have the new user of the key sign and date the card on the “signature of user” and “date” line.

5. The transfer takes place in UU306.
6. Record the transfer in the Union's spreadsheet.

**If a key is being returned:**

1. Have the person who is returning a key sign their yellow card. Also update the Union's spreadsheet.

**If a key is being kept for more than one school year:**

1. Make a note in the Union's spreadsheet.
2. At the end of the school year, send out a reminder email to all key holders to return their key.

**P. DRESS CODE**

Many of the student employees for the University Union are required to wear uniforms while they are working in certain capacities. The following guidelines have been developed for the distribution, handling and care, appropriate wear, and return of uniforms that are issued specifically to an individual employee:

**Distribution**

- If an employee is to have a uniform issued, it should be done so at the time of his/her orientation. The lead/supervisor (if not presenting the orientation) should inform the orientation presenter what type of uniform the employee should be issued.
- All non-issued uniforms must be stored in the designated space.
- Each employee requiring a uniform will be issued two shirts that are for their area. Many areas will keep back up uniforms available for use during maintenance projects, etc.

**Handling and Care**

- Each area will determine whether or not the uniform must be kept in the work area or if the employee is allowed to take it home. Please check with the area supervisor.
- If the uniforms are kept in the workplace an appropriate storage area, not in view of customers, should be identified.
- Each area should schedule consistent laundering with the BST or custodial team OR set criteria for the personal laundering of the uniform if the employees are allowed to take them home.

### Appropriate Wear

- Employees should only wear University Union uniforms while they are officially punched in, and/or directly to and from the work place. The Union logo should always be visible.
- Uniforms are not to be worn for casual or personal attire because while worn, the individual is representing the University Union.
- Uniforms are to be tucked in throughout all areas of the Union.
- Every student employee while on duty should wear a name tag. The name tag will be provided at the time of orientation and should be kept in the work place or on the uniform. Name tags are not to be altered in any way unless a program warrants it. The standard information on the name tag includes: the employee's name, the area or title, and the Union logo.
- Each area will have established standards for appropriate attire to be worn for work activities in addition to the uniform. Professional, neat, and clean attire is required unless the supervisor indicates differently due to project requirements. Health and safety standards do not allow open-toed shoes in many work areas. Your supervisor will inform you of standards for your area.
- Garments must not expose undergarments or be otherwise immodest. Going shirtless, having a bare midriff or bare back is prohibited. Garments must be of appropriate length, cut and/or fit to meet the requirement of sitting and/or bending.
- Some events will take place outdoors, so plan for the weather. It is recommended to dress in layers and bring sunscreen, bug spray, hat, rain coat, long pants, etc.
- Please note that the Union is considered a professional worksite and has dress code regulations. Employees must refrain from wearing clothing with derogatory, offensive and/or lewd messages either in words or pictures.
- Be mindful that you serve as an ambassador of goodwill and are representing the University, *Your* University Union and yourself.

### Return

- As part of the Exit Interview process, the employee will return a uniform that has been issued to them and the Student Personnel-Administrative Coordinator will make note of its return. If the Exit Interview is completed prior to the last day of employment, the uniform should be returned on the last day of employment to the staff supervisor.
- The Student Personnel-Administrative Coordinator (who conducts or collects the Exit Interview) will determine if the uniform is ...

- a. ...in good enough condition to re-issue to another employee OR
- b. ...in poor enough condition to discard or recycle
- c. ...in OK condition as to be used as a back up uniform for wearing during maintenance projects.

### **Uniform Purchases**

The Student Personnel-Administrative Coordinator will coordinate any general uniform purchases as needed or the budget allows. (Any needs for specific areas can be initiated by supervisor.)

### **Q. OPPORTUNITIES FOR WORK BEYOND THE POSITION**

There are several opportunities for existing student employees to assist with event specific; non-position description related duties (i.e. Event Patrol and Support Team). Because these opportunities offer the potential for additional hours, all University Union student employees are given an opportunity to perform these duties. Each fall, a list of student employees interested in these opportunities will be compiled. Based on event need and availability, employees will be scheduled to perform these duties. There is no guarantee of selection for these duties; selection will be based on event need and availability. These positions require separate training and authorization processes.

### **R. TAKING UNFAIR ADVANTAGE OF EMPLOYMENT**

Taking unfair advantage of employee status occurs when an employee acts in a manner that results in undue personal benefit because of their employment. This can occur regardless if the employee is working at the time of his/her actions. Taking unfair advantage of employment can include, but is not limited to, knowingly passing a bad check or intentionally holding tickets for an upcoming event. The University Union considers this unacceptable behavior that can and will result in disciplinary action.

## **III. HIRING**

### **A. EQUAL OPPORTUNITY EMPLOYMENT**

The Office of the University Union is an equal opportunity employer. The State of Wisconsin Affirmative Action Policy provides for equal opportunities for all, regardless of race, color, ethnic or national origin, creed, marital status, gender, veteran status, political affiliation, sexual preference, arrest or conviction record, physical or mental disability, or age. It is our aim to recruit and hire the best-qualified applicants for positions while maintaining a diverse employee group. Individuals with questions or concerns regarding Equal Opportunity Employment may meet with the Student Personnel-Administrative Coordinator, Director, or Assistant Director-Internal Support for any needed assistance.

This section of the Office of the University Union Policies and Procedures is organized by the following topics:

Eligibility for Employment - State of Wisconsin and University Union requirements for candidates

Hiring Guidelines - instructions on how to perform the following Office of the University Union hiring activities:

-Review Offer, Pool Review, Internal Posting, External Posting and posting activities:

-Position Advertising, Hiring Criteria, Search and Screen Committees, and Interviewing Activities

New Employee Orientation - orientation program package design and explanation for University Union staff

Forms and Organizational Tools

## **B. ELIGIBILITY FOR EMPLOYMENT WITH THE OFFICE OF THE UNIVERSITY UNION**

### **Fall and Spring Semester**

To be eligible for employment during the academic year, a student must maintain a minimum cumulative grade point average of 2.0, and during the fall and spring semesters maintain an enrollment of 6 undergraduate or 5 graduate credits.

### **Summer Session**

To be eligible for employment with the Office of the University Union during the summer months, a student must maintain a minimum cumulative grade point average of 2.0 and meet one of the following requirements:

1. The student is enrolled in a summer course at UW-Green Bay or has registered for a minimum of 6 undergraduate or 5 graduate credits for the coming fall semester at UW-Green Bay.
2. The student has been accepted to another University of Wisconsin campus and will begin study in the coming fall semester. A copy of the acceptance letter from the other University of Wisconsin campus must be presented to the Student Employment Office (Student Services building, Room 1100) on the UW-Green Bay campus.

## **UNIVERSITY OF WISCONSIN-GREEN BAY EMPLOYMENT GUIDELINES**

For information on university policies regarding employment, see the Student Employment Guidelines Handbook provided by the campus Student Employment Office.

### C. OFFICE OF THE UNIVERSITY UNION HIRING GUIDELINES

These guidelines are intended to assist the Office of the University Union staff in finding new employees to fill open positions. This is a general guide for staff; options may be chosen out of order to meet each specific job opening. Staff should become familiar with the different resources available and consult the Student Personnel-Administrative Coordinator for any needed assistance.

1. Meet with the Director to discuss student employment needs.
  - Discuss the position vacancy, budgetary concerns, and a possible starting date for any new employees with the Director or another staff member, as necessary.
2. Notify the Student Personnel-Administrative Coordinator of the opening and which search option will be pursued.
  - The following options are available to Office of the University Union staff when an opening occurs and are suggested in this order:
    - a. Recent Past Review Offer
      - An offer made to a recently interviewed student who was not originally chosen - requires verbal notice to the Student Personnel-Administrative Coordinator.
    - b. Existing Pool Review
      - Staff use the accumulated applications available from the Student Personnel-Administrative Coordinator to select candidates - requires verbal notice to the Student Personnel-Administrative Coordinator.
    - c. Internal Posting
      - Staff post a position so that only students currently employed by the University Union will be given first consideration - requires written documentation.
    - d. External Posting
      - Staff post a position so that any student may apply, including those who have previously applied – requires written documentation.

Each of the above options will be addressed in the following sections.

#### Promotion to Unit Lead Positions

When an opening becomes available for a lead position (Graphic Artist, Phoenix Club Coordinator, Reservations Coordinator, Technical Services Coordinator, Information Services Coordinator, Building Manager, Student Personnel-Administrative Coordinator, and Financial Services Coordinator), the students who are currently working as assistants may be given the first opportunity if they meet the appropriate job qualifications. Candidates should have at least two semesters of direct applicable experience. If current unit employees do not express interest, the position is first opened to other current University Union employees and then posted externally.

- It is up to the area supervisor whether it will be posted internally, externally or both.

#### D. HOW TO DO... RECENT PAST REVIEW OFFER

##### **Purpose:**

The Review Offer allows Office of the University Union staff flexibility in dealing with employment situations when there is not enough time to fill a position by “Posting” it for the general public. This option is only available when an applicant has already demonstrated ability for the position through an interview. This option is not meant as a replacement for internal or external posting and is only available when the following criteria are met:

About the potential employee:

1. Interviewed acceptably prior to this employment situation
2. Interviewed not longer than two months ago to ensure accuracy in considering this student
3. Meets eligibility requirements for employment (see Eligibility Requirements Policy)
4. Would have been offered a position if more positions had been available at time of interview.

About the employment situation:

1. Employee was not previously selected due to limited number of positions or due to other similar factors that have changed
2. Use of the “Review Offer” will not give unfair advantage to the considered student

3. The position responsibilities have not changed since the previous posting/interview process.

**To Make a Review Offer:**

To ensure a fair hiring practice, the University Union staff will complete the following:

1. Determine that factors exist which allow for review offer.
2. Discuss situation with Student Personnel-Administrative Coordinator.
3. Contact and offer to potential student employee.
4. Notify Student Personnel-Administrative Coordinator of needed "offer letter"

\*Name, address, position, start date\*

5. Reserve orientation with Student Personnel-Administrative Coordinator.

**E. HOW TO DO...EXISTING POOL REVIEW****Purpose:**

This option allows Office of the University Union staff access to a large group of applications so as to provide a healthy candidate pool in situations where a posting may not provide the speed necessary to fill a position. The existing pool review is not meant as a substitute for internal or external posting, but is appropriate when the following criteria are met about the employment situation:

1. The posting needs to be filled soon, so as to guarantee quality and consistent customer service.
2. The review locates at least three candidates who qualify for interview and consideration for the position.
3. The review locates applications that are not older than four months to ensure accurate consideration of student applicants.

**F. 1. A. HOW TO DO ... INTERNAL POSTING**

This option allows Office of the University Union staff the opportunity to encourage current student employees to apply for new positions before these positions are opened to the general student population. This ensures that current employees are given an opportunity for a change of pace and the chance to learn new skills and develop different professional abilities. Internal posting is usually the first type of job posting used in cases where the position requires some previous University Union experience or some familiarity with the new set or tasks.

Internal postings are not required and if the pool from it is too small to be considered a healthy search, then any applicants can be included in an external posting (See “External Posting” below). Internal and external posting can be conducted at the same time, with consideration given first to any internal applicants.

**About the employment situation:**

1. All incoming applications are to go first to the Student Personnel-Administrative Coordinator. This is to ensure that the application pool is healthy and up-to-date. Staff will receive copies of the applications as they are received by the Student Personnel-Administrative Coordinator. Applications are kept in the pool as long as the interested internal applicant is still employed, unless there is reason to remove them prior to that time.
2. All information found on applications is considered private and confidential in accordance with the Family Education Rights Act of 1974. These statutes guarantee the student confidentiality. We may not give out information contained in the applications. Consult the Student Personnel-Administrative Coordinator before giving out any information.
3. Staff will announce internal postings at weekly management staff meetings and all staff will be responsible for sharing this information.

**F. 1. B. TO COMPLETE AN INTERNAL POSTING:**

Office of the University Union staff will complete the following activities to ensure a fair hiring practice:

1. Discuss situation and job description changes with the Student Personnel-Administrative Coordinator
2. Determine criteria and selection committee; (see “Criteria” and “Selection Committee” below)
3. Collect application copies during posting period (minimum of five Union business days) and place their personal information (name, address, phone number, and student ID number) on the Candidate Tracking Sheet.
4. The completed Candidate Information Sheet should be given to the Director of the Union. The Director will provide checks for grade point averages and credits.  
*Remember: This information is confidential and should only be used to determine eligibility.*
5. Set dates, interview, and select candidate (see “Interviewing” below).
6. Notify Student Personnel-Administrative Coordinator of needed “offer letter:” name, address, position, and start date.

7. Reserve orientation package with Student Personnel-Administrative Coordinator.

#### F. 2. A. HOW TO DO ... EXTERNAL POSTING

##### **Purpose:**

This option allows Office of the University Union staff to hire new student employees for positions that have current or predicted future openings, while developing marketing exposure on student employment in the University Union. The staff will assess the employment situation and determines the need to post based on that assessment. The process that is outlined here helps ensure that the hiring process is fair and equitable to all potential student employees.

##### **Applicants:**

Students who choose to apply should fill out an application form. These forms are available at the Office of the University Union, third floor and the University Information Center, along with job descriptions for the specific position in which the student has interest. Applications and job descriptions are also available on the Union's website.

##### **About the employment situation:**

1. All incoming applications go first to the Student Personnel-Administrative Coordinator. This is to ensure that the application pool is healthy and up-to-date. Staff will receive copies of the applications as the Student Personnel-Administrative Coordinator receives them. Applications are generally kept in the pool for one-year from the date received unless there is reason to remove them prior to that time.
2. All information found on applications is considered private and confidential in accordance with the Family Education Rights and Privacy Act of 1974. These statutes guarantee the student confidentiality.
3. Staff will announce the external posting at weekly management staff meetings, and all staff will be responsible for sharing this information.

#### F. 2. B. TO COMPLETE AN EXTERNAL POSTING:

Office of the University Union staff will complete the following activities to ensure a fair hiring practice:

1. Discuss situation and job description changes with Student Personnel-Administrative Coordinator.
2. Determine criteria and selection committee; (see "Criteria" and "Selection Committee" below)

4. Collect application copies during posting period (minimum of five Union business days) and place their personal information (name, address, phone number, and student ID number) on the Candidate Tracking Sheet.
  1. The completed Candidate Information Sheet should be given to the Director of the Union. The Director will provide checks for grade point averages and credits, on the candidates the interview committee wishes to interview. *Remember: This information is confidential and should only be used to determine eligibility.*
5. Set dates, interview, and select candidate (see “Interviewing” below).
6. Notify Student Personnel-Administrative Coordinator of needed “offer letter:” name, address, and position, start date.
7. Reserve orientation package with Student Personnel-Administrative Coordinator.

#### G. HOW TO DO ... ADVERTISING

##### **Purpose:**

The purpose of advertising student employment opportunities by the Office of the University Union is to ensure that the general student population is aware of potential job opportunities. These jobs offer experience and training in skills that are relevant to future career goals of potential candidates. Advertising also increases the visibility of the Office of the University Union as a vital contributor to the overall college experience.

##### **About the advertising situation:**

1. Some of the following advertising options may have costs that are not assumed to be part of the University Union supplies and expenses budget or are not included in specific department budgets as planned expenditures. Please plan accordingly.
2. The Student Personnel-Administrative department assists with the planning and implementation of posting for a position.
3. There are deadlines associated with each type of advertising; please include these deadlines in your posting plans.

##### **To Advertise a Position:**

The following options are available to staff who intend to advertise a position:

1. Post position with Student Employment Office (Required by University Policy)

2. Display on message stands at customer service windows in the University Union (contact the Student Personnel-Administrative department)
3. Posters in Union (contact the Student Personnel-Administrative department)
4. Post position on the University Union website (done by Website Coordinator)

#### H. SCRIPT FOR ACCEPTING UNIVERSITY UNION JOB APPLICATIONS

- 1) “Thank you, if you’ll wait for just a moment I can double check this for you.”
- 2) Make sure a specific position is filled in.
  - a) If it is, state: “Thanks again, I will forward this to the appropriate supervisor. Do you need a copy of the current job description?”(Current Job Descriptions are always available)
  - b) If it is not, state: “Would you please take a moment to indicate a specific position you would like to apply for.” (If the person is unsure of the positions offered in the Union, direct the applicant to the position notice stands or to the Student Personnel-Administrative department.)

#### I. 1. HOW TO DO ... SEARCH AND SCREEN COMMITTEES

##### **Purpose:**

The Office of the University Union uses functional committees to complete the “search and screen” activities associated with new student employee hiring. These committees are intended to establish and apply proper criteria in the interviewing and hiring of new students to the University Union operation. These guidelines cover Committee Composition, Establishing Criteria, Proper Committee Activities, and Screening.

##### **Committee Composition**

Ideal committees will have between three and five members who work directly with the open position. The committee should make every effort to have the same members for each and every student interviewed to ensure fairness. The committee can be designed to reflect a functional or team approach to the interview.

Functional committees have persons who work across departments interviewing this person. This is ideal for areas where work comes regularly to the position from outside the department (such as Graphic Artists) or where the employee will regularly interact with a variety of Union service areas.

Team committees are comprised of individuals from the same department as the open position (such as Building Operations). This is ideal where work is in a group setting and the team member’s work regularly with one other.

### **Establishing Criteria**

In the case of written applications, the appropriate staff person may choose to screen applications him/herself or may involve the committee in the establishment of criteria to be used consistently throughout the screening. In the case of interviews, the committee will prepare a set of questions that will be used as the basis of questions for all students who are interviewed. The committee can use the general questions list (see "Forms") and/or are encouraged to develop additional questions appropriate to the posting.

The selection committee should rank application materials based on the established application criteria to eliminate personal bias. Selection for interview is based on the applicant's ability to meet the established criteria. Interview criteria should be used in the same equitable manner during interview sessions to rank and choose the candidate best suited for the position.

The committee can in advance ask all applicants to provide a portfolio of representative work. This is intended to give both the interviewers and applicants an opportunity to compare past experience with the expectations of the Office of the University Union. Portfolio requirements must be established prior to any interviews being scheduled so as to ensure a fair set of criteria for all applicants.

Where appropriate, the committee can ask all applicants to participate in an example of problem solving skills. This unexpected situation is designed to assess applicant's abilities such as quick thinking on their feet, communicating to or motivating others, or solving a customer service problem. The applicant may be asked to demonstrate appropriate responses to a hypothetical situation - for example, such as dealing with an irate customer or enthusiastically assisting a customer with specific needs.

### **Conduct of Members**

Each member who agrees to participate in a search and screen committee must be available for all of the intended interviews unless the staff person agrees that an absence is unavoidable but acceptable. Class time and exam time changes as well as personal emergencies are acceptable reasons to be excused.

Members are expected to make themselves familiar with the job description of the posted position, the applications that are to be considered, and all criteria that have been set for the position. The staff person presiding over the committee will be responsible for educating the members as to the questions that will be used, generally by providing a list of ideal questions prior to the interview sessions.

Participation in a search and screen process is a paid aspect of student employment. Staff will be responsible for the formulation of committees based on the guidelines established and will invite student employees to sit on committees. Consideration will be given to the scheduling and time requirement for each search and screen process. Participants are expected to maintain proper

University Union conduct while on the committee as an important part of the overall student employment experience.

Any members who have questions about being part of a search and screen process may ask either the Student Personnel-Administrative Coordinator or the Director for guidance.

## I. 2. SCREENING APPLICATIONS

Application materials are screened based on established criteria and then acceptable candidates are interviewed. Facebook, MySpace, Google, and other online sources are not reliable references and may not be used to screen applicants.

Once a list of acceptable candidates for interviews has been established, the supervisor will use the Candidate Tracking Sheet to organize the students. Once eligibility the Candidate Tracking Sheet is filled out, interviews may be scheduled with chosen candidates.

Staff may also find the Candidate Tracking Sheet useful in noting information about other aspects of the student such as work-study awards or National Collegiate Athletics Association Scholarships. These issues can affect the schedules of future employees.

The Candidate Tracking Sheet must be returned to the Student Personnel-Administrative Coordinator once it is completed, and interviews have been conducted. At this time, the Director of the Union will check the grade point average and credit load of the candidate(s) who is most qualified for the position (see Eligibility). If the selected candidate does not pass grade and credit load checks, then a second candidate will be checked for eligibility of employment, and the process will continue until a candidate is selected for hire. Once employment eligibility has been established via grade point average and credit load checks, calls can be made to inform all candidates interviewed whether or not they got the job.

## J. 1. HOW TO DO ... INTERVIEWING

### **Purpose:**

Interviews serve as a tool of contact with potential candidates for employment and are intended to provide the applicant with an opportunity to demonstrate skills and abilities that would be of benefit in the posted position. Interviews also provide interviewers with the opportunity to determine the level of skill possessed by applicants.

All candidates will be interviewed by the same selection committee unless special circumstances dictate otherwise (see "Committee Composition" above). Criteria for the interview should be established prior to any of the interview sessions and all candidates will be judged on the same set of circumstances. If there are concerns about special needs or circumstances, contact the Student Personnel-Administrative Coordinator.

Staff is responsible for scheduling interviews and may delegate the committee responsibilities to student employees as necessary. Staff also makes the final decision in all interview and hiring matters.

As an appendix to this chapter, there is an example of general interview questions. Staff may use these questions and may also feel free to develop additional questions provided they do not violate any tenets of the concepts listed in the following section: "Inappropriate Application and Interview Inquiries".

### **Inappropriate Application and Interview Inquiries**

The following items are subject matter that the State of Wisconsin considers to be inappropriate for employment application or interview purposes. Some subjects have qualifiers or exceptions, which the Office of the University Union staff should discuss with the Student Personnel-Administrative Coordinator prior to any information collecting activities.

Avoid asking for information about:

- Lineage, national origin, or descent
- Marital or divorce status (applicants may volunteer such information, but do not pursue the issue)
- Pregnancy or birth control issues, number and age of children, or who will care for them
- General questions about/pertinent to disabilities
- Sex or age of applicant
- Race or color
- Names or relationships of persons with whom the applicant resides
- Height or weight or photographs of the applicant where not relevant to the job
- Whether applicant owns or rents a home
- Birthplace of applicant or relatives
- Citizenship (These questions cannot be legally posed until time of offer)
- Religious affiliation
- Organizations, clubs, societies, or lodges to which applicant belongs (This information could indicate character or name, the race, religion, color, or ancestry)
- The applicant's maiden name or father's surname
- Arrest records, or records of wage garnishment
- Foreign language ability (Applicants may volunteer such information, but do not ask how the language was learned)
- An applicant's willingness to make coffee, unless it is part of the job description and both men and women are required to make coffee in similar job circumstances
- Level of personal comfort supervising employees of the opposite gender

**J. 2. OFFICE OF THE UNIVERSITY UNION GENERAL INTERVIEW QUESTIONS**

1. Tell us about yourself and why you are interested in this position.
2. Describe one past experience that required you to interact with a variety of different people.
3. What is your definition of *good customer service*, and what would you do on the job to meet this standard?
4. Based on the knowledge you have gained from past experiences, how would you deal with a difficult customer or situation?
5. What do you like and dislike about working as part of a team?
6. What was your favorite aspect of your past employment experiences? What was your least favorite aspect?
7. Please describe for us the type of manager you would work most effectively with.
8. Are you a morning, afternoon, or night person?
9. What would you do if you could not work a scheduled shift?
10. Name one strength and one weakness that you possess. What are you doing to develop your weaknesses?
11. What have you done in the past that shows initiative and willingness to work?
12. How would you describe your communication style, and how would that style be beneficial to our organization?
13. Give an example of a time that you demonstrated affective problem solving in a work, school or social environment.
14. What do you do to effectively manage your time? Do you feel that you could successfully manage holding this job as well as being a student?
15. Describe yourself using three descriptive words.
16. Why do you think that we should hire you for this position?
17. Do you plan on working any other jobs concurrently with this one? If so, how do you plan to manage both?
18. If you were to get this position, how long do you foresee yourself working here in the Union?
19. Are you available to work at least 3 weekends per semester?
20. What is the best way to get in touch with you? (Home phone, cell, e-mail, etc.)

21. Do you have any questions for us?

## **K. ORIENTATION PROGRAM**

The Office of the University Union orientation program is considered necessary knowledge for all student employees newly hired to this organization. For a student to have met requirements of University Union payroll and State of Wisconsin risk management, he or she must participate in this program prior to or during the first day of employment.

The new employee orientation is designed as a stand-alone program or as a foundation to which other training may be added as necessary. The Student Personnel-Administrative department conducts the orientation and has the option to add additional information to the program for the new employee(s). The program is considered a “minimum module” - no information may be removed from the program or changed unless discussion with the Student Personnel-Administrative Coordinator occurs prior to the orientation program and he/she agrees that the changes are necessary.

### **To Reserve the Orientation Program**

The full-time staff or student lead must contact the Student Personnel-Administrative department to set up an orientation program to communicate when the program is needed and the number of students to be orientated. The Student Personnel-Administrative department will reserve a television, DVD player, data projection unit and computer for the orientation. (The audio-visual needs can be reserved through the University Union Reservations).

### **Coordinating the Program**

Whenever possible, the Student Personnel-Administrative department will help full-time staff coordinate a date and time that can work for more than one new student employee for greatest efficiency. If a member of the Student Personnel-Administrative department is unable to perform an orientation due to scheduling conflicts, a qualified staff member can be asked in advance to conduct the session.

### **Orientation Outline**

The orientation outline and script are intended as guides in presenting the orientation program. They are written so that each section flows naturally into the next during the process. If the staff decides to add to the orientation, they are encouraged to modify the outline and script for their needs while maintaining the continuity of the information contained in the basic package.

### **Student Employee Orientation Program**

A. Review and Preparation for the Program (Before the day of the program)

- a. Reserve orientation program package from the Student Personnel-Administrative department (SPA department) and re-familiarize yourself with it (only if the SPA department is not conducting the orientation)
- b. Room reservation, television, DVD player, data projection unit and computer reserved.
- B. Introduction of Program (day of the program)
  - a. “Who are you (the presenter) and what do you do?”
  - b. Introductions and Ice Breakers with new employees
- C. Informational Presentation
  - a. -Purpose and Goals of Orientation
  - b. -Mission Statement
- D. Video “Role of the College Union”
- E. Continued Informational Presentation
  - a. History of the University Union
  - b. Customer Service
  - c. Customer Service Standards
  - d. Dealing Effectively with Customers
- F. Video “Village of 100”
  - a. What is Diversity?
  - b. Why is Diversity Important?
- G. Continued Informational Presentation
  - a. Employment Policies
    - i. Equal Opportunity Employer
    - ii. Confidentiality
    - iii. Academic Development
    - iv. Taking Unfair Advantage of the Position
    - v. Disciplinary Action & Procedures
    - vi. Renewal of Employment
    - vii. Work Schedules, Breaks, Sick Leave and Vacations
    - viii. Payroll & Wages
      - 1. Inaccurate Timesheets
    - ix. Breaks and Snacks
    - x. Use of Work Space and Equipment
    - xi. Dealing with Personal Issues
    - xii. Communication in Your University Union
  - b. Programs for Development
    - i. Evaluations
    - ii. Team Builders and Recognition Reception
    - iii. Volunteer Opportunities
    - iv. Uachieve
    - v. Exit Interviews
  - c. Uniform and Nametag Dispersal
  - d. Forms to fill out
- H. Building Tour

- I. Completion of Program
  - a. Ask if there are any questions
  - b. Welcome to the Union and good luck.
- J. Safety and Security training is scheduled separately and facilitated by the Safety and Security Building Manager.

## **IV. EVALUATIONS**

### **A. PURPOSE**

Evaluations are a tool to help students continually improve performance and to provide useful documentation in providing references for employees after leaving the Office of the University Union. The evaluation process is an information exchange between employee and supervisor.

### **B. EVALUATION FORMS**

Required Evaluation forms will be distributed to staff. The forms distributed include the following: a form for student self-evaluation to be completed by the student employee, and an employee evaluation form to be completed by the supervisor regarding the student employee's job performance. Staff members may use any team/peer evaluation forms he/she feels will benefit the evaluation process. These forms can be the same as the student self-evaluation or designed uniquely for the position by the unit supervisor. In designing a new form, staff is encouraged to use a 1 to 5 Likert scale and comment line to be consistent with the other forms. All forms should be completed prior to the meeting.

### **C. FILES**

All student employee personnel information will be kept in locked files in the third floor area of the Office of the University Union. This is the only place that confidential personnel documents for student employees will be kept. Supervisors may access these files through the Student Personnel-Administrative department.

### **D. TIMING**

#### **Student Employees**

Each new student employee will be evaluated on job performance approximately six months after their employment starting date and will be evaluated on a six-month rotation after the initial evaluation. An informal evaluation may also take place within the first month, which will serve as an exchange between the employee and supervisor to answer questions, determine additional training needs, etc.

#### **Student Leads, Coordinators and Managers**

Leads and Coordinators will be evaluated in November or December. During this time their student staff members and full-time staff supervisor will evaluate them. Student staff members have the option to complete the evaluation anonymously. Once these

evaluations are complete the student Lead or Coordinator will complete an evaluation with their full-time staff supervisor.

### **Full-Time Staff**

Full-time staff members will be evaluated by their student employees during the month of April.

The Student Personnel-Administrative Coordinator will be responsible for distributing evaluations and tracking stating dates and formal evaluation times.

#### **E. EVALUATION MEETING**

1. An appointment should be scheduled for the supervisor to meet with the student employee to discuss all evaluation information. Every effort should be made to be as specific as possible when indicating employee accomplishments and/or areas of concern.
2. The employee and supervisor *must* sign the front page of the forms and *may* include any comments on an additional page. If the student would like to address any part of the evaluation, they are encouraged to include comments in the space provided and may attach any additional pages before signing the front of the form.

## **V. WAGE AND PAYROLL PROCEDURES**

### **A. CRITERIA FOR WAGE STRUCTURE**

The Office of the University Union maintains student employees in scheduled, hourly wage positions. The following policy addresses the criteria for determining appropriate wage ranges, provides a description of the current wage range structure, explains how pay increases are determined, and clarifies the procedures of payroll processing. The Director, Student Personnel-Administrative Coordinator and other professional staff will review the following criteria for the Office of the University Union wage level scale as needed:

- A. Complexity of Duties: Does the position require the employee to follow established guidelines, procedures and standards in the daily performance? Does the position require independent work, independent problem solving, and concept/project development?
- B. Scope of Responsibility: Does the position have a role with the entire campus community or multiple areas of the Office of the University Union operation or is the position oriented toward one area of the overall operation?
- C. Supervision of employees: Does the position require the individual to supervise other employees? If so, how many employees and in what capacity?

- D. Knowledge of Programs, Services, or Areas: Does the position require knowledge of multiple programs, services, or areas, and/or require working concurrently on these?
- E. Level of Independence and Autonomy: Is the person working in the position supervised directly by a staff member or have the back-up of additional supervisory support while working? Does the position have a high level of independence?
- F. Level of Risk Involved: Does the position require duties that expose the employee to some level of risk? (Example: handling emergency procedures, security of facilities, handling highly confidential processes, cash handling, handling chemicals, etc.)
- G. Prior Experience Required: Does the position require a high level of prior experience or specialized skills prior to the hire? What is the length of time and complexity of the training required for a position? Is it considered an entry-level position?
- H. Use of Technology – Does the position require a strong technology background, and does the position require complex training and use of technology (equipment, software, information systems, etc.) (Amended July, 2003)
- I. Customer Service – Does this position require customer interaction? If so, what is the extent of the personal contact with the customer?
- J. Accountability – Does this position have a role where actions are influential? (Consequences for actions in terms of attention to detail or reliability)

The appropriate Office of the University Union staff will meet to determine new position criteria. Job descriptions are then reviewed and new wage levels selected. The Office of the University Union staff will review the wage policy annually.

## **B. OFFICE OF THE UNIVERSITY UNION WAGE CLASSIFICATIONS**

The following lists the Office of the University Union wage levels in order of increasing responsibility levels for all positions. As of June 1, 2009 the new wage levels stated below will be in effect. Newly hired employees will start at the minimum of the new levels.

- LEVEL 1:                   \$7.25/hour
- LEVEL 2:                   \$7.50/hour
  - Phoenix Club Rec. Assistants
  - University Ticketing & Information Center Assistants
  - Building Services Team
  - Financial Services Assistant
  - Sound & Light Technician
  - Open Mic Night Host
  
- LEVEL 3:                   \$7.90/hour
  - League & Tournament Coordinator
  - Phoenix Club Program Coordinator

Graphic Artist  
Marketing Assistant  
Programming Assistant  
Social Media Coordinator  
University Ticketing & Information Center Coordinator  
Building Services Team Coordinator

LEVEL 4:                   \$8.30/hour  
Phoenix Club Coordinator  
Financial Services Coordinator  
Website & Multimedia Coordinator  
Reservations Coordinator  
Technical Services Coordinator  
University Ticketing & Information Center Athletics Coordinator  
Promotions Coordinator  
Building Manager in Training  
Student Personnel-Administrative Assistant

LEVEL 5:                   \$8.70/hour  
Building Manager  
Student Personnel-Administrative Coordinator

Note: Returning employees will be moved to the minimum, plus any wage increases they have received during their employment in the Union. (Possibly only half their increases for the 2009 jump)

### C. WAGE INCREASE POLICY

Wage increases are awarded to the Office of the University Union student employees on the basis of these guidelines and criteria:

1. Each employment semester is worth a \$0.08 increase. These increases will be awarded three times in an academic year: in the months of December, May, and August.
2. If a student employee moves from one position to another (regardless of the level of the position; up, down, or the same in responsibility level), the student will receive all wage increases earned and this increase will accompany them in their new position. This increase will be in addition to an adjustment in wage level due to the change in position with consideration given to the following:
  - a. If the new position is a wage level higher than the employee's current position level, the employee is moved to the minimum wage rate of the new level plus the all pay increase earned through their employment.

- b. If the new position is a wage level lower than the employee's current position level, the employee is moved to the minimum of the new wage level plus the all pay increase earned through their employment.
  - c. If the new position is the same level as the employee's current position level, the employee will receive the minimum wage rate of the level plus the all pay increase earned through their employment.
- If an employee is working the combination of two positions and the supervisor determines a need to make an exception to the policy, he/she will evaluate the position combination using the criteria for wage structure, submit the proposal to the Director, and obtain written approval for the exception. This must be evaluated on an annual basis
3. Any student who leaves employment with the Office of the University Union staff and subsequently returns to employment will be paid at the minimum of the position wage level. Exceptions to this policy include students who student teach, spend a semester abroad or on exchange, need a medical leave, take an internship out of the area, or leave for the summer. These students will remain at the same wage rate upon return plus the last increase, if applicable. A request for policy exception may be considered based on present wage policy, skills of the student returning, the budget, and on past performance evaluations of the student. The Director of the University Union will consider and approve these policy exceptions.
4. The summer student employee's wage rate will receive an additional \$0.08 credit for working over the summer.
5. Student employees who have worked for that entire year (ex. Spring 2013 and Fall 2013) will also be eligible for an additional \$0.06 yearly wage increase, by completing six of a possible thirteen obtainable goals. To include;
  - a. Attended Fall Team Builder
  - b. Attended Spring Team Builder
  - c. 5 or fewer missing punches for Fall Semester
  - d. 5 or fewer missing punches for Spring Semester
  - e. Paid volunteering for other duties (i.e. Event Patrol)
  - f. Unpaid volunteering for other duties (i.e. 'Tis the Season, other volunteer work)
  - g. Worked Fall semester
  - h. Worked Spring semester
  - i. Worked over the summer
  - j. Received all 'exceeds' or 'excellence' on evaluations
  - k. Completed a button for Uachieve
  - l. Recognition attendance

Participation in the Office of Student Life Leadership Series

#### D. WRITTEN PAYROLL

The Office of the University Union currently runs two types of payroll processing for student employees. The first consists of an automated Internet system, which is the primary method, used; the second type is the University time sheets, which can be found with the Student Personnel-Administrative department. The University time sheets are completed by students for a bi-weekly pay period and used by the Business and Finance Office only in the event of system failure of the automated system. Students will be notified when a failure occurs and the need to complete these sheets arises. The sheets will be distributed to student employees via supervisory staff.

##### Completing Payroll

Students will need daily and weekly totals for the completion of the University time sheet. The following are instructions for completing the University time sheet

**Never use pencil or red ink---you will not be paid!**

##### Step One:

- Each day write in all shifts worked and total the hours for each day. At the end of the week total the daily hours. Keep this sheet up-to-date.
- Complete the University time sheet by adding total weekly hours and signing the time sheet when finished.

##### Step Two:

- Place time sheets in your supervisor's mailbox for signature. Your supervisor will go into the HRS system and correctly submit the hours that you worked for that week.
- Time sheets are due on the Friday that paychecks normally arrive (alternating Fridays), unless weekend hours are scheduled, in which case sheets are due the Monday following the Friday that paychecks arrive.
- Sheets that are not in by Monday at 8 am sharp may not be processed. Paychecks will then be delayed until the next pay period. Please make it a habit to be prompt with all payroll information and sheets.

##### Step Three:

- Paychecks of the previous pay period will be directly deposited into the student's chosen checking or savings account.

#### E. HRS TIMEKEEPING/PAYROLL SYSTEM

The Office of the University Union utilizes HRS, an automated timekeeping system, for student employees. This system consists of the use of computer terminals to access the timekeeping

system via the Internet. Only designated terminals in the Union should be utilized for this function. The terminal is used by student employees to punch “in” and “out” at the start and end of their shift. The computer is used as data storage and as an hour’s calculation center.

Student employees are expected to use the terminal to report their on-duty time in the University Union. Accurate and timely reporting of hours worked is required and considered to be a condition of employment with the Office of the University Union. Failure to do so may result in disciplinary action or termination.

### **Punching In and Out**

When using the terminal, enter information using the keyboard and mouse as follows:

To punch in:

1. Click anywhere on the “HRS” box saved to the desktop or saved as an internet tab.
  - a. If these are not options go to: [my.wisconsin.edu](http://my.wisconsin.edu)
2. Select the “University of Wisconsin-Green Bay” bubble
  - a. Click “select”
3. Enter your username and password.
  - a. The same username and passwords are used in which you would login to your campus accounts.
4. You will now be on the “My Wisconsin System” page. Here you need to locate the “Time and Absences” box.
  - a. Select “Web Clock”
5. Again you will be asked for your username and password.
  - a. Click “select”
  - b. If multiple on-campus jobs go to step 6. If not proceed to step 7.
6. If you have multiple job titles you will be asked to select which job you are clocking in/out for.
  - a. Select appropriate title
7. On the drop down tab next to “punch type” select whether you are punching “in” or “out”
  - a. Click “enter punch”
8. Click “ok” on the following page
9. In the upper right hand corner of your punch in page click “sign out”
  - a. X out of that tab
10. In the upper right hand corner of your “My Wisconsin System” page click “sign out”
  - a. X out of that tab

If a student forgets to punch “in” or “out”, they must fill out a Timecard correction card. Please see section V.G. Missing Punches, for more information.

## Timecard

Using the “Timecard” option in the “Time and Absence” box on the “My Wisconsin System” page, a student is able to get a detailed list of all in and out punches by day by bi-weekly pay cycles, as well as transfers and total time. The “Timecard” should be used to view hours and to check missing punches.

## Payroll Information

The HRS system allows employees to view their Earning Statements and Tax Statements online. To view these employees must go to: my.wisconsin.edu, and log in. From there, an employee must scroll down to the box entitled ‘Payroll Information,’ and in that box they will be able to view their Earning and Tax Statements.

## System Failure

If the HRS website is not responding when a student punches in or out they should check with another desk. If they cannot load or access the website the student should complete a missing punch card. The employee should notify their full-time staff supervisor and/or the Student Personnel-Administrative Coordinator.

## Inaccurate Timesheets

It is the supervisor’s responsibility to assure the accuracy of the student’s timesheet before submitting it to the Payroll Office. Inaccurate timesheets may result in delayed payment and knowingly falsified timesheets may result in discipline and/or termination of employment.

If a student employee is suspected of punching in/out on their cellphone, home computer, or another computer that is not located in the University Union, and other approved venues\* then their timesheet records will be checked. If it is proven, the student’s employment will be terminated. This policy will be effective immediately August 25th, 2013.

*\*The approved venues that an employee is allowed to punch in/out are the University Union, Shorewood Golf Course, Weidner Center, University Theatre, and Kress Event Center.*

## F. WHAT TO DO IF A STUDENT MISSES A PUNCH

If a student forgets to punch “in” or “out”, they must fill out a timecard correction card (located at any customer service area in the Union). When a card is completed it should be turned in to their supervisor or lead. Their supervisor or lead must approve any payroll changes for financial auditing purposes. He/she will be responsible for passing it to the Student Personnel Administrative Coordinator for processing.

Student employees will be allowed no more than two missing punches per biweekly pay period and no more than five per semester. Timecard correction forms must be properly completed as soon as possible, signed by appropriate student lead/coordinator or full time staff, and submitted by the Monday following a payday for the payroll to be submitted on time to the Business

Office. Failure to comply with these standards is considered unacceptable behavior by the Office of the University Union and will result in progressive disciplinary procedures (see Discipline section of Student Employment Policies and Procedures Manual).

Exceptional cases will be examined by the Director and waived appropriately.

The Student Personnel-Administrative Coordinator will be responsible for tracking all missing punches.

If a student misses a punch due to computer or website problems the punch will not be considered a missing punch but the student must follow the same procedures as a missing punch. The student must mark his/her timecard correction form with "HRS Down".

## **G. PAYCHECKS**

The pay distribution policy (G32) of the UW System Administration directs faculty, staff, and student employees to participate in direct deposit for receiving their pay. The goal of the policy is to eliminate the production of paper paychecks and deposit pay into bank accounts via Automated Clearinghouse (ACH). The only students who are exempt from required direct deposit are those who are unable to establish a banking relationship, or those who receive federal work study.

All newly hired student employees are required to fill out the Direct Deposit Authorization along with the other payroll forms that are completed during the Orientation Program prior to the start of employment.

To complete the Direct Deposit Authorization, the student must provide a transit routing number and a checking or savings account number. For a checking account, a voided check or a copy of a check must be included with the authorization form. Deposit slips will not be accepted.

Pay stubs are delivered electronically to <http://my.wisconsin.edu> where the student is able to log in and receive all of their paystubs and tax forms.

## **VI. EMPLOYMENT AND RECOGNITION PROGRAMS**

### **A. RECOGNITION PROGRAM (HISTORY AND GUIDELINES)**

Employees of the University Union work within a specific unit and as members of a team. They must consistently strive to work effectively, both individually and as a whole. Success in achieving this has a strong impact on the success of the organization. With this in mind, the University Union makes it a priority to recognize the efforts, hard work, commitment, and dedication of student employees. One of the ways this is accomplished is through the Recognition Program that takes place in the Spring of each year.

#### **Mission of Recognition Committee**

The mission of the committee will be to help develop and plan the annual Recognition program. The goal is to develop a program that fosters positive recognition of employees in the work place. The program intends to thank all student and staff employees for all their hard work and dedication during the semester. The Recognition committee's responsibilities include, but are not limited to, creating invitations, ordering food, decorating the reception area, and developing a system to honor graduates.

### **Meetings**

The committee will meet on a monthly basis in paid status for 1 1/2 to 2 hours. Any work beyond this will be voluntary.

### **B. TEAM BUILDER PROGRAMS**

The University Union holds a Team Builder at the beginning of each semester to welcome new members of the University Union staff and to make them comfortable with their coworkers. The team builders are required so that all students are given the opportunity to interact with members from different areas of the Union.

The Team Builder programs vary in type and how they are facilitated. Public speakers from around the state can be invited to facilitate the programs. Group activities are an integral part of the program.

#### **Purpose of the Team Builder Programs:**

- Encourage growth within different areas in the Union
- Focus on the way that all of the areas in the Union work toward the "big picture"
- Help employees get to know others from different work areas
- Welcome new members of the Union staff
- Recognize those employees who have had a position switch
- Address aspect of employment that need special attention
- Share mission, purpose and goals of the University Union

### **C. UACHIEVE PROGRAM**

Uachieve is the recognition program for all the full-time staff as well as student employees at the Union. Uachieve provides a set of buttons each representing different qualities and learning outcomes employees can gain through employment at the University Union. A developmental approach to the recognition program can ensure that the student's employment experience is an important part of their education and can relate to their interpersonal skills.

#### **Reasons to Participate in Uachieve**

- More organizational understanding
- Enhanced customer service understanding
- Higher level of interaction between departments
- Better understanding of roles
- Preparation for a diverse and changing world
- Contributing to a well-rounded education experience
- Experience that is relevant to your future
- Meet new people
- Relationship building
- Better academic development
- Promotes self-esteem

### **How Employees Earn Buttons**

Employees can be nominated by a staff member or peer for recognition of efforts related to a specific button. They can also be nominated by themselves or others for attending programs specified as a Uachieve program.

### **How Uachieve is Promoted**

- Orientation
- Weekly or bi-weekly meetings with specific staff
- Full-Time Staff nominations
- Program explanation flyer
- D2L
- Team Builder and Recognition programs
- Word of mouth
- Weekly e-mails

### **Recognition of Efforts is Done Through:**

- Nomination recognition form
  - Button completion form
  - Button to wear with name tag
- Progress is also updated as needed on the D2L Course page for “Union Employment.”

## **D. STUDENT COORDINATOR MEETINGS**

While special training for all student employees is part of the development programming, there is a need for additional programming for student employees in lead, coordinator or manager positions. Training was created to develop special skills for all students who are in these roles. Student leaders, through this training session, have the opportunity to work with each other to learn how to successfully work with various topics. The goal is that they will take these newly learned skills and share them with the students they lead.

The Student Coordinator Meetings will be held twice a semester and facilitated by the Student Personnel-Administrative Coordinator, the Director of the Union, the Assistant Director-Internal Support, and any other facilitators as needed. Topics presented will be based on what student leaders have expressed a need for discussing or an issue that is seen as specifically important by the Student Personnel-Administrative Coordinator or the Director of the Union.

The purpose of the monthly Student Coordinator Meetings include:

- To build teamwork and familiarity among all of the students that serve in supervisory and leadership positions within the Union employment teams.
- To share information and updates about what's happening in the Union.
- To address and discuss issues and challenges that are common among student supervisors and provide a venue to problem solve together.
- To provide training and development sessions for topics that will help you to become a better student supervisor.

## **VII. DISCIPLINE PROCESS**

### **A. DISCIPLINE**

#### **1. Verbal Warning**

Initially, staff may choose to informally discuss appropriate behaviors with a student employee. This is encouraged as a form of communication to check on the employee's proper training and knowledge of job expectations. In cases where specific changes of employee behavior are needed, the verbal warning can be used---citing the problem, the specific changes expected, and the necessary time frame.

#### **2. First Action**

An initial meeting with the student employee will be noted by the staff or student supervisor on a First Action form, and will fully indicate any problems or concerns. The student employee is given a copy, and the Student Personnel-Administrative Coordinator is given a copy, which is to be placed in the employee's confidential personnel file.

#### **3. Second Action and Follow-Up Meeting**

A meeting will be scheduled with the student supervisor and/or the full-time staff supervisor. The supervisor completes a Second Action and Follow-Up form. A copy of the form is sent to the student by the supervisor, a copy is sent to the Student Personnel-Administrative Coordinator for the student's personnel file, and a copy is sent to the Student Employment Office, Student Services Room 1100. The supervisor may choose to follow up on the contact to ensure good communication and complete understanding of the situation by both parties.

#### **4. First Action or Second Action and Follow-Up Examples**

Examples of grounds for a First Action or Second Action and Follow-Up Warning include (but are not limited to):

- Taking unfair advantage of employment status.
- Failure to provide a current and accurate semester work schedule.
- Failure to maintain an assigned work schedule.
- Late to work or meeting.
- Returning late from breaks.
- An unexcused absence from a meeting.
- Interference of work by personal visitors or use of electronic devices.
- Failure to accept responsibility for work replacement.
- Failure to accept and/or perform job responsibilities as described by the job description.
- Failure to cooperate with supervisors (i.e. failure to complete assignment on request and in a timely manner).
- Failure to notify supervisor of replacement or of inability to attend a meeting in writing.
- Unsatisfactory employee evaluation of overall performance.
- Failure to follow university or Office of the University Union policies or procedures.

#### **5. Immediate Dismissal**

If an immediate situation warrants action or there are on-going problems, the student employee may be asked to leave employment of the University Union and a copy of the termination letter will be sent to the student, the Student Personnel-Administrative Coordinator, and the Student Employment Office.

#### **6. Examples of Immediate Dismissal Action**

Examples of actions that may result in termination include the following (but are not limited to):

- Absence of one day without notification or a justifiable reason (to be determined by student supervisor and full-time supervisor).
- Theft or attempted theft of University, employee, or visitor property
- Vandalism, abuse, defacement, or damage to property.
- Unauthorized use of any confidential/personal items, files, desks, desk -drawers, office supplies, equipment, or any other university property.
- Unauthorized use of information such as payroll and other records.
- Falsification of records or reports.
- Introduction, possession, or consumption of intoxicating beverages or controlled substances.
- Reporting to work under the influence of intoxicating beverages or controlled substances.
- Endangering the safety of people in the University Union Building.

-Compromising the security of the University Union Building.

Note: Some of the Immediate Dismissal situations may include a referral to the Dean of Students Office for evaluation and possible disciplinary action in keeping with Wisconsin State Statutes and campus-wide Conduct Codes

## **7. Processing and Access to Files**

Written warnings will be pertinent for a period of 12 months. Immediate Dismissals will be pertinent for a period of 18 months. Student employees have the right to review their personnel file by request made to the Student Personnel-Administrative Coordinator. The Student Personnel-Administrative Coordinator has 24 hours in which to comply with the employee's request.

## **8. Appeals**

Appeals may be made through the Student Personnel-Administrative Coordinator to the Director of the University Union and/or the Student Employment Office.

### **B. RENEWAL OF EMPLOYMENT**

The term of a student's employment extends for one academic year, beginning in late August and through mid-May (specific dates will be confirmed at time of hire). With that, a University Union position is a contracted nine (9) month/academic year leadership opportunity. A rehire process is conducted in the spring and is based on a student employee's performance within the position. Based upon that evaluation, the student employee may or may not be accepted for a return appointment.

Remember that student employees are "at will" employees, which means that they and/or the University Union have the right to terminate their employment at any time. Student employees should be courteous and give a proper notice of resignation to the University Union, usually defined as a two weeks' notice.

## **VIII. EXIT INTERVIEWS**

### **A. THE PURPOSE OF THE EXIT INTERVIEW**

The Office of the University Union conducts Exit Interviews with each student employee prior to their leaving employment. The purpose of the Exit Interview is to provide each employee with an opportunity to give feedback to the Office of the University Union on a variety of topics.

The Exit Interview policy was established to accomplish the following objectives:

- To serve as an avenue for exchange of information and feedback regarding employment within the Office of the University Union.

- To record the conditions under which the employee is leaving the Office of the University Union.

-To provide the employee with an opportunity to rate the position he/she has held and to give an evaluation of the Office of the University Union policies, procedures, and operations.

-To document any information that is deemed pertinent at the time by either the Office of the University Union or the student employee.

- To close out return of uniforms and or name tags given to an employee at the start of their employment.

## **B. THE EXIT INTERVIEW PROCESS:**

The Exit Interview process is as follows:

1. If a student employee is leaving employment with the Office of the University Union they will be given an Exit Interview packet from the Student Personnel-Administrative Coordinator. The packet contains an exit interview form and instructions on how to complete the process.
2. The student employee will complete and sign the Exit Interview Form (and an Employment Disclosure Form if appropriate).
3. The student employee then may schedule a time to meet with the Student Personnel-Administrative Coordinator or Assistant Director-Internal Support. The meeting will be an opportunity for the student employee to discuss any issues they feel are important and to submit their Exit Interview Form.

The Student Personnel-Administrative Coordinator has been chosen to administer Exit Interviews because he/she is in a neutral position within the Office of the University Union. However, if a student employee has concerns or suggestions that they would like to express directly to his/her supervisor or the Director of the University Union, they should feel free to do so. The information, suggestions, and concerns that student employees share regarding the Office of the University Union can only make the Union a better place to work.

## **C. CONFIDENTIALITY ISSUES WITHIN THE EXIT INTERVIEW PROCESS**

Student employees have the option of having their name withheld from the Director and Assistant Directors when their exit interview comments are reviewed. There is an area on the exit interview form where they may indicate their wishes regarding confidentiality.

## **IX. REFERENCES AND REFERRALS**

### **A. OBTAINING LETTERS OF REFERENCE OR RECOMMENDATION FROM THE OFFICE OF THE UNIVERSITY UNION**

Student employees may complete a Recommendation Request Form to obtain a letter of recommendation/reference from an Office of the University Union staff member (see sample).

Before any information can be released in either written or verbal form regarding a student employee's work record or job performance, a Disclosure Waiver must be completed by the student employee and placed in their personnel file. The Disclosure Waiver is available from the Student Personnel-Administrative Coordinator and grants permission to a named party for the release of specific information regarding the student's employment history to listed parties. Without a disclosure waiver on file no information can be released regarding the student employee.

#### **B. OBTAINING PERMISSION FOR REFERENCES/RECOMMENDATIONS TO BE MADE OVER THE TELEPHONE**

Students may request staff members or supervisors to provide verbal references/recommendations for academic or employment purposes. A Disclosure Waiver form must be completed by the student employee (see sample) to have information released regarding a student's employment record with the Office of the University Union.