EMPLOYEE POLICIES/PROCEDURES & EXPECTATIONS

PERFORMANCE EXPECTATIONS: The first impressions of the University can be formed right in the University Center building. Many times, we will have only one opportunity to deliver a great first impression of the campus. You will be given all the tools and support to make this impression; but you have a responsibility to fulfill…put forth your best effort each time you come to work.

There are things you can do to achieve your best effort every time you come to work:

- Always be "at work" at work…if you don’t have an immediate assignment, look for something to do. Check with other student staff or the custodians to see if assistance is needed. Go on patrol for things that can be straightened up, wiped down, re-stocked, updated…whatever. Initiative and self-direction should be your middle name when you come to work.

- Apply the golden rule to your work relationships: "Do to/for/with others as you want to be done to/for/with." In other words, think about your co-workers as you go about your daily tasks…do tomorrow morning’s setup tonight if you can…re-fill the stapler, printer, or supply closet when you use the last of an item…write clear notes concerning changes or last-minute additions…take a shift substitution when you can. Remember, "What goes around, comes around!"…so treat your co-workers as you want to be treated.

- Keep in mind that the University Center is you employer--not Operations, the Post Office, or the Info Desk—so always keep an eye out wherever you are in the UC. While you might be on your way to work on the 3rd floor, if you see a problem on the 1st floor as you go, fix it or at least bring it to your supervisor’s attention. Always carry a pen/pencil and paper so you can write down problems as you see them. Obviously if it is a problem that needs immediate attention, don’t wait until the end of your shift to report it. Handle it immediately!

- Wear your uniform on both your body and attitude. Remember that every interaction with a customer OR co-worker is a moment of truth that will create a lasting impression. Please make every moment of truth count. Sign your name to your work without any reservations.

- Above all…be honest! Be honest with our customers by knowing your job and doing it…you accept the paycheck so you must accept the work. Be honest with your co-workers and supervisors…if something is bothering you or you are unclear about expectations, TALK ABOUT IT! Don’t wait for a crisis or irreconcilable difference to voice your concern. And be honest with yourself…if your job doesn’t challenge you or you are dissatisfied, don’t “grin and bear it…the healthy thing for everyone involved is for you to find another place to work that makes you happy.
When you were hired, it was a vote of confidence in you by the University Center staff. We believe you can help make the University Center as comfortable, clean, safe, efficient, effective and \textit{FUN} as it is beautiful.

\section*{WORK SCHEDULE & ATTENDANCE}

Coming in late, leaving early and, most of all, not showing up for work demonstrates irresponsibility. You are expected to come to work everyday you are scheduled. You should show up with a positive attitude willing and ready to work. Punctuality is essential since your fellow workers, students, faculty, staff and visitors depend on you to be at work on time. A few minutes here and there may seem insignificant to you, but to our customers it can mean disaster. Unapproved absences, late arrivals and early departures will cost you your job.

You are expected to arrive at work on time and to work as long as you are scheduled for the whole semester; the semester ends on the last day of final exams. Building Managers who are opening the University Center must arrive at least 15 minutes before the building's scheduled opening time to ensure the doors are open on time. For shift changes, you should arrive at least 5 minutes before you are scheduled.

\textbf{Definition of lateness:} Lateness is arriving at or after the time you are scheduled to work. For example, if your shift begins at 8:00 am and you arrive at 8:00 am you are late unless your supervisor has made an exception for you. \textbf{NOTE: four unexcused times late for work or staff meetings per year are grounds for immediate dismissal.}

\textbf{Definition of Missed Shift:} Not showing up for your entire shift is a "missed shift." A "missed shift" is an unexcused absence. \textbf{NOTE: two missed shifts or unexcused absences (including staff meetings) per year are grounds for immediate dismissal.}

\section*{TIME OFF}

If you plan to be out of town for a weekend or even if you wake up feeling sick, it is your responsibility to find a substitute or come to work. Failure to find a substitute without a note from a physician may count as a missed shift. Health Services and/or other health care professionals will give you a note if you tell them it is needed by your employer. Your full-time supervisor will decide whether an absence was excused or unexcused. There is no paid vacation time for student workers; the same is true for "sick leave."

If you are suddenly ill or have an emergency, you must call your supervisor or the manager on duty to let him/her know if you have not been able to find a substitute. An emergency is not oversleeping, wanting a day off, having to study for a test, or forgetting when you were scheduled. \textbf{DO NOT LEAVE A MESSAGE... TALK WITH YOUR SUPERVISOR OR ANOTHER UCSA FULL-TIME STAFF MEMBER.}

\section*{SHIFT SUBSTITUTIONS}

Knowing that the building will be supervised and staffed adequately is absolutely essential. Since the number of staff is limited, the number of possible substitutes is limited. Your co-workers are
also busy and expect you to hold up your share of responsibilities. Time-off requests from
student employees are considered on a "first come-first considered" basis at the discretion of the
full-time supervisor in each area. Remember that requests for time off are just that – requests!
Although we make every effort to accommodate requests, the smooth operation of our offices
and the UC are our first priority.

For any planned absence, at five day’s notice to your full-time supervisor is required.
Substitution requests may be requested by utilizing the online shift substitution form found on
our UCSA Staff Intranet site: ucsastaff.tamucc.edu.

Approval is not official until your request has been approved in the When-to-Work Scheduling
System. Acceptable excuses for absences without advance notice include:

1. emergency medical care for self
2. emergency medical care for immediate family
3. death in immediate family

If needed, your full-time supervisor or a Building Manager will assist you in finding a substitute
for these situations. Excused absences with advance notice will be granted for 1) elective surgery
or medical treatment that can not be scheduled during hours you do not work; and 2) bona fide
school field trips.

All other requests for substitutions or reasons offered for lateness or absence for a particular shift
may or may not be accepted at the discretion of your supervisor. Evaluation of performance to
date will enter into the decision on whether to approve a substitution or grant an "excused"
absence or lateness. Other factors that will be considered include number of subs requested to
date, number of subs accepted to date, and events scheduled in the building on requested shift.
Your supervisor will consider permanent shift changes for dire personal medical or academic
reasons; other reasons may be accepted at your supervisor’s discretion.

BREAKS

Student employees are entitled to a fifteen minute unpaid break when working at least a four
hour shift and a half an hour unpaid break when working at least eight hours in one shift. Please
coordinate with your supervisor and co-workers before leaving your work area for a break. If
you are needed to assist with a problem while on break you may be called to work then allowed
resume your break at a later time. While on duty, employees may not leave the building except
with specific permission of your full-time supervisor or another full-time UCSA staff member.

TIMESHEETS & PAYCHECKS

The timesheet you complete online (owl.tamucc.edu) and
submit biweekly is the only official record of the hours you
work. The workweek begins on Thursday and ends on the
following 2nd Wednesday; holiday and spring break pay periods may
start and/or end on different days. Any hours not shown on your
timesheet will not appear on your paycheck. If you come back for a
second shift on the same day, be sure to punch out, then back in.
At the end of the work period--after you have worked your last shift--you must sign your timesheet and submit it to your supervisor by 8:30 am on the appropriate Thursday. Each supervisor must approve and sign timesheets before submitting to the Administrative Offices by 9:00 am for processing. You will not be paid unless your timesheet has been signed and is in on time.

PAYCHECK PICKUP

Payday is every two weeks. Paychecks for the prior work period may be picked up Friday after 9:00 am in the appropriate UCSA Administrative Office. At that time you must sign the check release form indicating that you received your check. If you are not able to pick up your check during business hours, make special arrangements with your supervisor. You can sign up for electronic deposit of your paycheck directly to your bank account as a convenient and safe way to handle this chore; ask for the form when you complete your employment paperwork. Checks not picked up within one week will be returned to the payroll office.

OVERTIME

Although the University recommends that student employees generally limit total time worked per week to no more that 19 hours, this is not a "hard and fast rule." The University Center operates 96 hours per week and often has special extended hours for special events, so you may be required to work 20+ hours per week on a regular basis. Whether because of routine need or as special circumstances arise, you should be ready, willing, and able to work more than 19 hours in a week if your supervisor requests/requires it. Even if you have another job—either on or off campus—you need to treat your job in the UCSA as your NUMBER ONE PRIORITY.

Let’s make a deal...if you agree to approach your job with the UCSA as "JOB ONE," then your supervisor will make every effort to give you ample notice when extra hours are required or when you need special consideration in scheduling over-time. Since student employees are "part-time," there is no overtime or special pay rate for extra hours.

DRESS & APPEARANCE

The University Center & Student Activities has a dress code for each of its functional areas (e.g. Building Managers, Operations Crew, Office Assistants, etc.). The dress code for your specific area will be explained to you during your orientation. However, no matter your area of work, it is very important that you present a neat, clean image at all times. Hats, sweatpants, exercise clothes, swimsuit, or flip-flops are never permitted. Additionally, open-toed shoes may not be allowed if you’re in a position where such attire is prohibited by OSHA. SHOES SHOULD NEVER BE REMOVED WHILE AT WORK! For easy identification, all student employees are required to wear the prescribed uniform, including name tags, when on duty. **If you arrive without your staff shirt, your supervisor or the manager on duty will send you home to get it. You may not punch in until you come back with your shirt on and you will be considered late without an excuse.**

In the event of cold weather, a windshirt will be checked out to you. You may not wear a sweater over the short sleeve staff shirt or wear the short sleeve staff shirt over a long sleeve shirt or sweatshirt.

At the beginning of each academic year (or at the time of your hire), you will be issued your uniform shirt(s) and nametag. If you lose or damage your shirt(s) or nametag, you will be expected to purchase replacements. Replacements costs are: Oxford Shirt-$20; Polo Shirt-$10; T-Shirt-$5; Nametag-$5.
Building Manager Dress Code

Senior Building Managers and Building Managers are the direct representation of the administrative staff of the University Center & Student Activities. Additionally, Senior Building Managers and Building Managers supervise other student staff members and are “looked up to” by these staff members. As such, we have a higher expectation for the presentation of Senior Building Managers/Building Managers. Here are some guidelines that will help you to make good dress decisions if you’re in this position:

- Jeans may only be worn on Saturdays and Sundays on non-black-out days. If jeans are worn, the prescribed polo or oxford uniform shirt must be worn with the jeans.
- In general, Senior Building Managers/Building Managers may dress in their own clothes and do not have to wear a uniform. However, the clothes that they wear must be business or business casual in nature. Sneakers are not permitted when choosing this option.
- Senior Building Managers/Building Managers may also wear a “relaxed” dress code so long as it’s not on a black-out date. A relaxed dress code consists of shorts and the prescribed polo or oxford shirt.
- Black-out dates will be posted at the beginning of each semester. Black-out date dress code requires the blue oxford shirt along with dress pants or skirt.

Operations Crew and Office Assistant Dress Code

Any style of dress skirt, long pants, slacks, or, in some cases, blue jeans may be worn as long as there are no holes, rips, or tears in the fabric. Walking shorts may be worn while working at the University Center. Walking shorts are defined as shorts with a length within two inches from the top of the kneecap when standing. Athletic (gym) shorts, biking (lycra, spandex) shorts, short shorts, and "cut-offs" are not considered appropriate attire.

Special guidelines for the Information Center and other high-profile positions—Extreme hair styles (e.g. shaved head) or unnatural hair color (e.g. green, purple, orange), visible body piercings other than earrings (e.g. nose, eyebrow, lip, etc.) and most visible large tattoos are inappropriate and not permitted for Operations Crew Persons and other high-profile positions as designated by supervisors.

EATING & SMOKING

At no time should a student employee be eating food while on the job. A soft drink is acceptable if it is kept out of public view. For scheduled meal breaks, we prefer that you either remove your staff identification (shirt and/or nametag) while using the Commons’ Market, or eat in a private location so you do not appear to be unavailable for questions or assistance while eating. All employees are expected to abide by the University smoking policy maintaining all campus buildings as smoke-free environments. Smoking in public areas - such as outside exterior doors – while in uniform is strongly discouraged.

KEYS & SECURITY

You may be assigned or at least have access to keys, lock combinations, security codes, etc. that open rooms, secure cash, access expensive equipment or even open the exterior doors to the UC. Obviously, this kind of
Responsibility indicates a great deal of trust but also requires tremendous caution.

NEVER leave keys in a lock or leave a room/safe/cabinet/unlocked—even for a moment—if you have to leave the area. Don’t take keys with you from the building unless they have been officially signed out to you. Don’t write passwords, combinations or access codes.

If you lose keys or access code, report it your supervisor or to the University Police immediately.

COMPUTER USE ETHICS

Remember that the same computer use ethics policy enforced in the Computer Services labs also applies to use of the computers and computer-based systems you use while at work.

You should not use your access to send personal e-mail, complete personal work or for "pleasure surfing" on the Internet.

Don’t download personal software or data onto work computers. DON’T TRANSFER FILES FROM PERSONAL FLOPPY DISKS SINCE MANY VIRUSES ARE SPREAD THIS WAY. In short, use the computers at work for work-related activities…if you are unsure, ASK YOUR SUPERVISOR!

RADIOS

Radios are to be used only for official communications; radios are tools, not toys, and should be treated as such. NEVER say anything disrespectful or obscene while using a radio since the message is broadcast to all units and customers may overhear transmissions. Be evaluative in your communications so complete information can be relayed in a concise manner. Additional radio use guidelines can be found in individual position manuals if they apply to you.

SEXUAL HARASSMENT

Sexual harassment will not be tolerated and, if proven, will cost you your job. Basically, sexual harassment is an action that makes other people uncomfortable and hinders their job performance. It can include things such as pornographic pictures, vulgar statements or gestures towards someone or something, dirty jokes, innuendoes, hints of work related favors, unwanted staring/attention, forcing someone to choose between work and compromising situations, suggestive nicknames, or retrieving sexual explicit material from the Internet. Any behavior creating a hostile environment or that excludes/isolates someone at work will not be tolerated.

DRUG FREE WORKPLACE

Texas A&M University- Corpus Christi and the University Center is a drug free work place. All staff members are expected to abide by University regulations, state and federal laws pertaining to controlled substances and illegal drugs. The unlawful use, possession, manufacture or distribution of illegal drugs is prohibited on University property or at University-sponsored activities. For purposes of employment, alcohol is included as an illegal substance. Disciplinary actions could include termination of employment and/or referral for prosecution.

CUSTOMER SERVICE STANDARDS

The University Center is much more than just the building, its furnishings and equipment. In
fact, what we want our customers—the students, faculty, staff and visitors from the community—to remember most is the service they receive from every member of the University Center staff.

A customer who has to walk through a messy lobby may become annoyed trying to find a restroom stall with toilet paper, becomes more frustrated trying to get a question answered at Info Desk, and eventually "blows up" at a Mail Assistant when a small problem develops there. Clean entryway doors, clean and comfortable lounges, clean and well-stocked restrooms all communicate that we care about our customers and their experience with us. A staff that is friendly and helpful to the individual in meeting his/her personal needs helps convert the first good impression into a lasting one.

**KNOW YOUR PRODUCT AND BE ABLE TO COMMUNICATE IT**

Training for a position in the University Center & Student Activities can be a very rigorous process. During your training, much emphasis is placed on the understanding and application of policies/procedures as well as the teaching of basic technical skills needed in your assigned area. The philosophy behind our training program is that the better you know the technical side of your job, the more you can concentrate on the intangible aspects, the human element . . . customer relations. Anyone can memorize policy and recite it back to a questioning customer in a manner resembling a programmed robot. The key is to be able to explain policy, set up a sound system, etc. in a personal, people-oriented fashion.

**FRIENDLY ATTITUDE**

It is important that you are in a positive frame of mind when you punch in for a shift. There will be times when you have had a tough day and you might not be in the best of moods. The last thing you want to deal with is a customer who just blew his/her "A" in Statistics and needs someone to take it out on. One of the most valuable skills you will gain from your work here the ability to deal effectively with a variety of different people. To learn this skill, you must maintain a friendly, helpful disposition when handling both problem and routine situations.

**PROMPT RECOGNITION OF THE CUSTOMER**

Being ignored is probably one of the worst feelings one can experience. In a busy situation it is important to assure the customer that, yes, you do see him/her and will be waiting on him/her shortly. Two simple, yet extremely effective techniques of doing this are as follows:

- **Establish eye contact with people waiting for service.**
- **Communicate to the customer, verbally or with a polite gesture, that you will be right with him/her.**

**TAKE INTEREST IN THE CUSTOMER**

Recollect, for a moment, the last time you left a clothing store, restaurant, bank, etc. feeling like the king, of the old cliché "the customer is king." We usually feel more like a joker. How often do you feel as if you are imposing on the clerk/waitstaff when asking a question? This frustrating feeling can be referred as the "Rodney Dangerfield Syndrome". Three ways to combat this dreaded lack of respect which consumers suffer from are as follows:

- **Genuine interest in the customer.** Flattery is phony, superficial and extremely easy to recognize. Taking an interest in what someone is studying or doing is very real and refreshing. The better we get to know our customers, the more enjoyable our jobs will be.
• **Listening.** Listen well to what the customer has to say. Listening skills allow us to become more in touch with the customer's needs.

• **Take that extra step.** A warm smile at the end of a hard afternoon, a helping hand when there is too much to carry or some sincere advice with a personal touch can really highlight someone's day.

**SHOW APPRECIATION**

"Sometimes you want to go where everybody knows your name and they're always glad you came." These words are from the theme song of the television program "Cheers." They describe the desire we have to feel important and feel needed.

How does this apply to customer relations in the UCSA? Whether you are working as a Operations Crew Member, and Office Assistant or a Building Manager, always communicate your thanks and appreciation to our customers. Let them know that they are important to us and yes, we are always glad they came!

**SOLVING CUSTOMER COMPLAINTS**

**LISTEN TO THE CUSTOMER.** - Listen actively to both words and feelings. Try to anticipate what the customer is getting at, but don’t interrupt! On the basis of what has already been said, ask yourself, "What is the speaker trying to get at? What is the point?" Do not form conclusions or begin to construct your reply until you first understand the customer's feelings. Listen between the lines. Customers do not always put everything important into words, so observe body language such as the changing tones and volume of voice, expressions, hand gestures and body movements. Active listening is trying to understand what the message really means. Pause and consider what you just heard before replying. Assume you probably don't understand completely and ask for feedback on what you think you heard.

**ACCEPT THE FEELINGS, BUT DO NOT TAKE IT PERSONALLY** - Empathize, which means you understand how they feel. This is different than sympathizing which means you feel the same thing the customer is feeling. Always remember that complaints, hostility, anger, etc. is directed at the problem, at the situation and/or your role as an employee; not who you are as a person.

**CLARIFY THE PROBLEM** - Stay friendly and build trust. Reflect what you understand the problem to be. Ask questions, but do not defend or argue.

**WORK WITH THE CUSTOMER TO FIND A "WIN/WIN" SOLUTION** - Find out what the customer wants. Ask what they would like you to do. Don't get into whose fault it was. You never want to make a customer feel stupid. Tell the customer what you can do, not what you can't do and the reasons why. Make "I" statements, not "You" statements. If it doesn't cost much to solve the problem, give the customer the benefit of the situation. If you can’t give a customer exactly what he or she wants, suggest an alternative. See if there's something else that will meet the customer's need. Negotiate a solution that clearly outlines what you and the customer will do next.

**ACT!** - Do something that at least begins the process of resolution even if it simply means calling in a supervisor. If your negotiated solution involves actions by other staff members, especially other departments, follow-up to make sure the appropriate actions were taken. Remember that the solution is your agreement or promise to the customer. Take some action in
front of the customer, even if it is nothing more than making a phone call or filling out a form for the customer to take somewhere else.
INTRODUCTION

Student employees will be evaluated after their first 160 hours of work and will receive a .25 cents per hour wage increase if performance meets or exceeds expectations. Failure to meet expectations will result in probation for the second semester of employment and termination will result if expectations are not met or exceeded during the probation period. Continued employment and annual raises of .50 cents per hour are given to student employees meeting or exceeding expectations in the annual performance review process. Informal, verbal performance reviews are normally done at the end of the fall semester. Formal, written evaluations are performed at the end of the spring semester.

DISCIPLINARY PHILOSOPHY

We believe that the University Center has a very real responsibility to educate its student employees and to act as a training ground for acquiring leadership, time-management, supervisory, and other necessary life skills. We attempt to select students whom share our philosophy and intend to gain these and other skills while in our employ.

We realize, from time to time, that people, in general, fall short of expectations and need additional support in order to effectively perform their responsibilities. The following are the disciplinary procedures we follow when dealing with policy and/or procedure violations:

SLAMS

When a student employee is negligent or does not follow policy or procedure, they will be assessed a “slam” or “slams”. The accumulation of five slams will necessitate the administration of a first written warning. A second written warning will be issued at the accumulation of 10 slams. The accumulation of 15 or more slams will cause the student to be suspended or terminated at the direct supervisor’s discretion. Probation of an employee can also be assessed. Further disciplinary problems during a prescribed probationary period will result in the immediate termination of the student’s employment. Slams can be assessed in any number at any time depending on the severity of the infraction or negligence. Some examples of actions warranting a slam or slams are: tardiness for work, absence from work, failure to follow directions, insubordination, inappropriate language in the workplace, poor communication with other staff members, supervisors, or customers, etc.

KUDOS

Kudos are given by supervisors to student employees to reward performance that goes above and beyond the scope of a particular position. The number of kudos awarded depends on the scope and complexity of the project, activity, or action. Kudos will offset previously-assessed slams; however, written warning will not be removed from an employee’s file for at least the current academic year. If a written warning has been issued and subsequent kudos are awarded, the student will be able to “bank” the kudos but the kudos will NOT eliminate the written warning. Some examples of projects or activities that warrant a kudo or kudos are: assisting a supervisor with a complex task or project, filling in for a co-worker on very short notice, paying extra close attention to detail, etc.
Although the items on the list below are NOT exhaustive and the administration always reserves the right to use discretion in the awarding of slams and kudos, we hope that having this list will at least help guide students and help them to understand the performance boundaries that we have set into place.

### Slams:

- Missing a required meeting without notice: 5/write up
- Missing a required meeting with notice: 3/5
- Missing a shift without notice: 5/write up
- Missing a shift with notice but no coverage: 3/5
- Late for shift with call: 1/3/5
- Late for a shift with no call: 3/5
- Not following directions: 1-5, depending on severity of infraction
- Out of uniform: 1/3/5
- Customer Complaint: 1-5 depending on severity
- Substandard work performance: 1-5 depending on severity
- Student Manager late for Opening Shift: 3/5

### Kudos:

- Picking up a shift with short or no notice: 1-3
- Staying on shift late (more than ½ hour) without notice: 1-3
- Come into help with special event turnover without being Scheduled: 1-3
- Praise from client: 1-3
- Special Tasks: 1-5
- Taking extra/above/beyond imitative: 1-5
- Showing creativity in task completion: 1-3
- Developing/redesigning procedure, form, etc: 1-5
- Demonstrating high quality customer service: 1-5
- Taking initiative to complete a project without being asked: 1-5
- Consistently demonstrating a positive & enthusiastic attitude: 1-3
- Consistently volunteering for special projects: 1-3
- Demonstrating flexibility in accomplishing tasks: 1-3

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**Posted Kudo Opportunities**

See UCSA Staff Website for point values

Although these disciplinary procedures are constructed in a way that hopefully dispenses quick and immediate feedback for poor performance and, rewards extraordinary performance, you must understand that certain infractions will result in immediate termination. Such activities might include displaying violent behavior in the work place, illegal drug or alcohol use in the work place, theft of personal or university property, misrepresentation of facts or lying, participating in fraudulent activities, etc.

Termination of a student employee will necessitate the supervisor consulting with their own supervisor. Agreement of these two individuals will result in the issuance of a termination letter.

Should a student wish to appeal a termination decision, they may do so by submitting a written letter of appeal to the Director of the University Center. They must submit this letter within two working days (Monday-Friday) of the date on the termination letter. If letter of appeal note is not filed within the prescribed time frame, the student will no longer have a right of appeal.
The letter of appeal will be reviewed by the Director. The student as well as the student’s supervisor(s) may be consulted by the Director during their deliberation process. The Director will then render a decision on whether to uphold or reverse the termination within five working days.

**SATISFACTORY ACADEMIC PROGRESS**

Students should realize that their first priority must be to attempt to achieve academic excellence in each of their various classes. With this in mind, the University Center requires all students to maintain satisfactory academic progress. Satisfactory academic progress is defined as having a cumulative grade point average of at least 2.2. If a student falls below a cumulative GPA of 2.2, they will be placed on a one-semester probation and will be expected to increase their cumulative GPA above 2.2. If, after the probationary period has elapsed, the student has not raised their cumulative GPA above a 2.2, the student will be relieved of his/her duties with the University Center. If, in the future, the student raises their GPA above a 2.2 AND they were not under any other type of disciplinary action at the time of their termination, they will be permitted to return to work-providing there is a position open and available.