

Event and Classroom Management

Student Employee Handbook



Last Revised: August 2018

INTRODUCTION

Dear Student Employee,

Welcome to ECM! Our student employee staff is a vital part of the service that we provide to the College of Arts, Sciences and Engineering and we are happy to have you as a part of our team.

This official student handbook has been compiled to inform our student employees about departmental policies as well as provide support documentation to the training that you receive.

All policies are subject to improvement and revision at any time. An up-to-date version will always be available on our Student Employment webpage at http://rochester.edu/college/ecm/about/student-employment.html.

We hope you find these materials to be useful. Should you have any comments, concerns or questions please feel free to contact our Student Staff Coordinator or ECM Operations Manager to discuss.

You are a valued member of our staff and we hope your time with us is both productive and enjoyable.

Sincerely,

Christine Rout

Christine Rovet Executive Director, Event & Classroom Management

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CONDUCT AND PROFESSIONALISM

Taking a job is a commitment. As a member of a working unit that depends on you, you are expected to:

- Establish a work schedule that does not interfere with your class schedule. You may not, under any circumstance, work during a scheduled class, lab, workshop, or recitation even if it has been cancelled. This is a federal and University guideline that applies to ALL students.
- Notify professional staff in advance of any changes to your class schedule or other commitments that will affect work availability.
- Be on time for all shifts.
- Take the job seriously and perform at the highest level of your ability at all times.
- Be mindful and respectful of the professional staff's space do not go into any ones office without their permission.
- Treat everyone (supervisors, fellow employees, etc.) with respect.
- Dress appropriately for the job (some shifts will require a stricter dress code).
- Do not conduct personal business on the job. If you need to attend to a personal matter (phone call/ in-person conversation), please check with a supervisor and excuse yourself from the work area.
- Do not text while on the job.
- Laptop use should never create a barrier to serving the customers when they are in need. Remember, your first priority is assisting the customer!
- Do not invite your friends to work.
- Please use discretion as you may be exposed to confidential information about students, upcoming events, and professional staff members. If you do not know if the information you receive through your course of employment is confidential, please talk to professional staff.
- Accurately report the hours you work. Falsifying your timesheet is a federal offense.
- Provide at least two weeks notice prior to the start of a semester if going abroad.
- Provide at least two weeks notice when resigning.
- If you are a Federal Work Study (FWS) student, keep a personal record of all hours worked.

DRESS CODE

All ECM staff members are expected to present a professional, businesslike image to clients, visitors, customers, and the public. We are frequently among department chairs, board members, administrators, deans, and University executives.

Any staff member who does not meet the attire or grooming standards set by their department will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work-time missed because of failure to comply with designated workplace dress code.

All staff members must wear their name tags at all times while at work.

Employees should dress appropriately and professionally.

Inappropriate items include but are not limited to:

- Sleepwear/Pajamas
- Sweatpants/Gym shorts
- Undergarments showing
- Loose, sagging, baggy, see-through, or revealing clothing
- Inappropriate text or imagery
- Open-toed/open-heeled shoes

Specific requirements

Certain staff members may be required to meet a special dress code, such as wearing uniforms, protective clothing/shoes, or business attire, depending on the nature of their job.

At the discretion of the professional staff, in special circumstances, such as during unusually hot or cold weather or during special occasions, staff members may be permitted to dress in a different fashion than is normally required. On these occasions, staff members are still expected to present a neat appearance and are not permitted to wear ripped, frayed, disheveled clothing, or otherwise workplace-inappropriate dress.

Students will be issued an ECM shirt upon employment. They are expected to keep this clean and ready to be used when the occasion calls for it. This is always acceptable attire for work!

CUSTOMER SERVICE

As an employee of ECM, you will have countless encounters and be a visible and active role for the University. During each shift, you will be in contact with many faculty, staff, students, parents, and visitors to the University whose impression of the University will be shaped by your actions. Help make that impression a positive one by treating the customer right. Be sure to introduce yourself and always keep a cheerful and courteous demeanor to all customers. Even when not directly interacting with a client, you should always appear as though you are ready and able. Do not have personal work or devices visible to clients, as it may reflect poorly on your eagerness to assist them. Help everyone to the best of your ability and if you are unsure, try to direct them to the appropriate place.

HOW TO HANDLE UNCOMFORTABLE SITUATIONS

As an employee of ECM, you may encounter situations where a staff or faculty member or client may ask you to do something you are uncomfortable with or know is not an option. It is usually said that "the customer is always right", and to some degree, we like to try to please every customer of ECM, however, there are times where the client is simply not aware of our procedures for how we may do something or may request something that is out of your comfort zone. When assisting a client, please do not hesitate to say no during an event, assist, delivery, etc., that you feel uncomfortable doing. This could be in relation to one's safety, the rules and regulations of our equipment, or outside of your job description.

If you encounter an uncomfortable situation, politely explain to the customer that you will need to check in with your manager before moving forward with any action that may be requested of you, and excuse yourself from the area. Contact professional staff immediately and discuss any concerns you are having with the situation. No matter what area of the department you are involved in, you may contact any professional staff member available.

COMMUNICATION

The primary method of communication between professional staff and student employees is via email. You will receive emails from us regularly that will contain information about additional staffing needs, policy updates, training sessions, and other ECM topics that need to be addressed in a timely fashion. It is required that you check your email regularly and respond accordingly.

Please also be sure to provide professional staff with an accurate phone number. Students should make their cell phone numbers available to all students within their department. It is your responsibility to notify professional staff if there are any changes to your contact information. If you should have any issues with this, please discuss it with professional staff.

Shift "No-Show" Procedure

If a student does not show up for their scheduled shift, it is the expectation that others on the shift should reach out and try contacting the student immediately. Any student employee available should try contacting the missing student via a phone call after 5 minutes of the shift start-time. After contact of the student has been attempted, professional staff should be notified immediately.

TRAININGS

All employees are required to attend all trainings organized by the professional staff and student supervisors for their area unless otherwise specified. In addition, employees are required to attend all entire-staff trainings at the beginning of each academic school year (August/September).

WORK MEETINGS

It is your responsibility to attend all scheduled work meetings. If you cannot make a work meeting, you must notify professional staff ahead of time and make appropriate arrangements to receive all notes and materials from the meeting.

SCHEDULING AND SHIFT ASSIGNMENTS

Students will be assigned shifts semesterly or weekly, depending on the area of the department they work in. You are expected to work throughout the entire semester. You will be scheduled to work starting the first day of the semester to the last day of finals. ECM is still open during breaks, so please check with professional staff prior to making plans to leave for a break, to ensure that you are not scheduled to work. Student seeking to go out of town for any period of time must request time-off.

Classroom Support students will provide their availability prior to the start of a semester and be scheduled accordingly. They will have a set number of hours to work each week.

Event Support students will attend weekly job meetings and volunteer for jobs based on the events scheduled each week. Due to the fluctuation of events throughout the semester, students will be asked to work a set number of hours dependent on the amount of labor needed. There are mandatory dates all Event Support students are expected to work. These dates will be announced and posted well in advanced.

All students are expected to have a minimum of 10 hours of availability per week and when submitting availability. Students who repeatedly fall below the expected number of hours during any given week will face disciplinary action.

Printing/planning/computing students will be scheduled semesterly by professional staff in their department.

WHENTOWORK

Students will be given a WhenToWork account at the start of employment. This is the scheduling program that will be used for all students. Students are expected to follow their schedules as posted on WhenToWork. It is the students responsibility to identify any conflicts and find coverage for those shifts. See Attendance/Accountability. Students will use the tradeboard feature to sell/drop/pick up shifts. Students will also submit their semester availability through this program.

Should a student not have access to a computer or the internet off-campus, students will be able to access WhenToWork via computers in the ECM office. Please notify professional staff if this is an issue.

ATTENDANCE AND ACCOUNTABILITY

Whether you are assigned a schedule for the semester or are assigned hours weekly, you are responsible for those hours. If you are unable to work a shift, it is your responsibility to ensure someone will cover it. Please utilize the WhenToWork tradeboard and notify your colleagues via email.

You may contact professional staff to help you find a substitute if you are too sick or in the event of a personal emergency. Studying or writing a paper is not an acceptable personal emergency. By accepting your work schedule, you have accepted a responsibility. Please plan your studies accordingly so that schoolwork does not become a personal emergency.

If an emergency arises and you need coverage for a shift within 24 hours of it beginning, you must contact the appropriate professional staff and get approval before posting/selling the shift. There should be enough time for another student to pick up a shift prior to the day of. Less than 24 hours is not enough time for someone to comfortably cover a shift.

Please remember that when you are selling/dropping a shift, if no one takes it, you are still responsible to cover that shift unless clearly told otherwise by professional staff. If you do not come in for your shift, it will still be documented as a missed shift and you may be subject to disciplinary action. Please contact professional staff or the student supervisor on your shift immediately if you are ever running late or missing a shift completely.

Each occurrence will be documented. Two missed shifts will result in probation and corrective discipline.

LATENESS

Please arrive to work on time and ready to work (proper dress/having eaten). Be mindful of the other students working during your shift. Your arrival effects the rest of the employees' ability to do their job. You must contact a supervisor or professional staff as soon as possible to inform them of the situation if you will be running late.

Lateness will be defined as arriving to work more than 5 minutes late without a valid excuse (class/exam running late, coming from one job to another). Missing a significant portion of the shift may be treated as a missed shift. Each occurrence will be documented. Three late shifts will constitute as a missed shift and will result in probation and/or corrective discipline.

BREAKS/MEAL PERIOD

Most work shifts do not constitute enough time for a break. You should come to work prepared for your shift, having eaten prior to arriving to work. You should be eating before or after a shift, or during a designated meal break for a longer shift. You may not leave in the middle of a shift to get food. There are a specific number of students assigned to a shift so you should not be leaving unless it is an emergency.

Meal Period

It is University policy that any employee who works a shift of 6 hours or more must be provided at least a 30-minute, uninterrupted meal period. "Uninterrupted" means no interruptions for any work reason. This includes 6 hours among multiple shifts for any University jobs. These 30 minutes will be automatically deducted from time worked on your timesheet. Discuss with professional staff or a supervisor as to when this break should be taken, depending on the shift you are working.

- The 30-minute meal period is normally unpaid, but if an employee completes any work during that time (i.e. answers phone/page/questions, takes work to do, etc.), the entire 30 minutes must be paid. This would be considered an interruption and result in a missed meal period.
- If a meal period is interrupted, the employee must take an uninterrupted 30-minute meal period at the next opportunity available within their shift.

A missed meal period should only occur in extreme circumstances. If an employee works consecutive shifts or one long shift that amounts to over 6 consecutive hours and does not receive a 30-minute break, the employee must indicate this on the University of Rochester Exception Log. Please see professional staff for more information.

• Employees beginning work before 11 a.m. and continuing past 7 p.m. must be provided an additional, paid, uninterrupted 20-minute meal period.

SWIPING IN

There are 3 methods used to capture time.

- Swipe (Badge Reader) PREFERRED METHOD
 - You are required to use your badge to enter time at the badge reader.
 - Once your swipe is accepted, you will hear 1 beep and the top light of the terminal will turn green.
 - If your swipe is not accepted, an error message will appear on the display panel and you will hear a series of 3 beeps. The middle light of the terminal will turn red. In this situation, contact the Student-Staff Coordinator to ensure your time is entered into HRMS for accurate time recording and payment.
 - If you have multiple jobs/jobcodes, please be sure to swipe in using the correct number. See "Clock Guide" for more information.
- Web Clock
 - The web clock is found on the HRMS homepage under Quick Links.
 - Choose Punch Type from pull-down menu.
 - Choose In, Out or Transfer.
 - o Click Enter Punch then OK once you see the message, "Your punch was successfully recorded".
- Manual Punch
 - The UR Time Entry Employee page is found by going to: HRMS homepage > Quick Links > Time Entry - Employee.
 - All time entered will appear on the UR Time Entry Employee page regardless of how it was entered in the system (Web Clock, Badge Reader, or Manual Punch). This time will then be approved by professional staff.
 - This screen allows you to manually enter time for an entire pay period if you are unable to access the badge reader or web clock.

Students should primarily use the badge reader located in the ramp of Lower Hoyt outside the ECM offices for swiping in and out of shifts. Student employees are considered hourly, non-benefited staff and are required by NYS law to enter time minute-to-minute, meaning:

- "Clock-in time" is the minute employee begins work.
- "Clock-out time" is the minute employee finishes working.
- Every minute worked must be on-the-clock, recorded, and paid.
- Do NOT round your time in any way. You are expected to report your time as accurately as possible.

CLOCK GUIDE



How Do I Know If My Swipe Is Not Accepted? *

- An Error message will appear on the Display panel.
- You will hear a series of 3 beeps.
- The middle light on the terminal will turn red.

* If your swipe is not accepted, note the error message and follow your department's procedures for reporting exceptions to ensure that your time is entered into the Time & Labor system for accurate payroll payment.

HRMS

All on-campus student employment is processed through HRMS. As an active employee, you will use HRMS to:

- Report time
- View paychecks or paystubs
- Sign up for direct deposit
- Complete tax forms
- View both current and old W-2s

You will use your NetID and password to log in to HRMS. If you forgot or need to reset your password, you can go to myidentity.rochester.edu, click Forgot NetID Password and it will take you through the steps of resetting your password. Students must be logged into the University of Rochester's network in order to connect to HRMS. If you are off-campus, please use the Two-Factor Authentication tool "Duo" to connect to the network.

Duo

To set up Duo, please go to https://tech.rochester.edu/services/two-factor-authentication/.

You must be connected to the U of R network to enroll in Duo.

You will be prompted for two-factor authentication each time you attempt to connect to a Duo enabled application or service. During your enrollment, you can choose a preferred device and authentication method (i.e., your cell phone number and a push or text message).

Payroll and Paychecks

Students receive paychecks on a bi-weekly basis (the Friday following the end of each pay period.).

All students are paid on an hourly basis and must report the hours worked. Departments across the University manage time reporting in different ways. For ECM, please use the badge reader as your primary way of clocking in and out. It is your responsibility to ensure that you have clocked in and out correctly. You may receive an email reminding you to check your hours prior to the close of a pay period; however, it is always the employee's responsibility to ensure accuracy in the recorded hours.

Direct Deposit

All students are able to sign up for direct deposit. To sign up for direct deposit, log into HRMS, select Main Menu > Self Service > Payroll and Compensation > Direct Deposit.

Please be advised students without a Social Security number are not able to sign up for direct deposit.

Checks will be delivered to students' CPU box in the case that direct deposit is not set up.

UNIVERSITY POLICIES THAT APPLY TO STUDENTS

On-Call Pay

- Defined as being readily available to arrive at work upon being summoned.
- If called into work, students will be paid for the time actually worked in addition to the on-call rate.
- Student must provide a telephone number where s/he can be reached.

Overtime

• If a student employee's weekly work hours (for 7 consecutive calendar days beginning at 11:00 p.m. Saturday) exceed 40, the employee will receive overtime pay.

Shift Differential

- Student employees scheduled to work the night shift receive a shift differential
- Any work period which includes 4 or more consecutive hours between 11p.m. and 7a.m. will be paid \$1.00 per hour shift differential.
- Shift differential is paid in addition to the regular hourly rate for all hours worked on the shift.

Workers' Compensation Benefits

• Workers compensation is insurance that provides employees injured on the job with wage reimbursement and payment for medical care related to the illness or injury. If you are injured while working, please contact professional staff immediately.

INJURED AT WORK

If you are injured while on the job, or see an injury of another employee occur, contact professional staff immediately. Tell him/her what is wrong, how it happened, and follow his/her instructions in seeking medical attention. After all injuries, a University of Rochester Employee Incident Report must be filled out within 24 hours. You can access this report at https://www.safety.rochester.edu/SMH115.html.

KEY AND CARD ACCESS

ECM utilizes a system called KeyWatcher to secure and manage all of the keys for the rooms we service on campus. Patrick Meagher is the primary contact for KeyWatcher and the card access system.

Whenever a new employee is hired, students will be provided access to the KeyWatcher system and appropriate card access permissions relevant to their role at ECM. In addition to KeyWatcher, student employees will also receive individual keys that will be signed out at the Fall semester and returned at the end of the Spring. Event Support students will receive keys for the exterior doors of Hoyt (labelled GB1) and the ECM office (labelled CTA1) for the lower office suite, break room, and the Event Support office. Classroom Support students will only receive keys to the exterior of Hoyt, as their office (G15) is entered via card swipe. Should Classroom Support students need to access the lower office suite or Receiving, there are keys available in KeyWatcher.

As ECM employees, students are granted privileged access to University locations and must acknowledge and abide by the policies outlined in the Key Contract. Loss of any ECM keys, ECM ID cards, or personal ID's must be reported to professional staff as soon as possible via email. If a student receives a replacement ID from the ID office, they will need to have their card access reactivated, so please contact professional staff prior to your next shift. Any misuse of keys and/or card access will result in corrective discipline.

All ECM Students will have access to the ECM ID cards in KeyWatcher. These cards open ALL ECM spaces 24x7 and should be used to access ECM spaces for ECM work purposes only. Students will also have access to a majority of the key rings available. Students must return ID cards and key rings as soon as their shift ends. No student should be taking home cards or keys after their shift.

ECM Students will only have swipe access to the following ECM spaces using their personal ID cards:

- Hoyt Ramp
- Hoyt G15 Office
- Hoyt Shop
- Spurrier Den

- Spurrier Dance
- Spurrier Exterior
- FDB Storage Rooms
- FDB Meeting Rooms

Please consult with professional staff if you are unsure of which areas you are not permitted to access while not performing work duties. Failure to follow ECM key and card access policies may result in a student's employment status being terminated and the situation being referred to the Dean of Students and local law enforcement for further investigation.

Other Things Stored in KeyWatcher

- Classroom Support Supervisor Ring
 - Help Desk students will need to sign out this key ring (which contains the Receiving room key) in order to access the location for incoming packages.
- Printing Phone
 - An iPhone 5s that printing shift students use while on call to address issues that come up with printers on campus.
- Opening/Closing Rings
 - These key rings are only accessible to ECM Classroom Support students.
- Event Support Supervisor Rings
 - These key rings are only accessible to ECM Event Support student supervisors.

A complete list of what is available in KeyWatcher is posted on the outside of the cabinet.

VIOLATIONS AND CORRECTIVE DISCIPLINE

As stated in the University's Personnel Policy/Procedure on Corrective Discipline: "When an employee's conduct interferes with the orderly and efficient operation of the University, or an employee's performance does not meet the expectations or requirements of the job, the University may take corrective action." For the complete policy, see https://www.rochester.edu/working/hr/policies/pdfpolicies/154.pdf.

Reporting

All infractions must be reported to professional staff, preferably via email. It is the responsibility of ECM employees to alert the Student-Staff Coordinator of any violations. Please include all relevant details, such as date, time, location, those involved, and a detailed description of the incident, and what, if any, steps were made to correct the issue. These reports will be saved to each employees personnel file.

For minor violations, student employees will receive a verbal warning, noted in a disciplinary report, and added to the student's personnel file.

Verbal Warning

Supervisors are empowered to deliver verbal warnings for minor transgressions in addition to professional staff. Any verbal warning given by a supervisor should be reported to professional staff via email. Behaviors that may warrant a verbal warning:

- Tardiness
- Failure to follow dress code
- Carelessness, lack of attention, or disregarding safety guidelines
- Conduct inappropriate of a representative of ECM and the University
- Discourtesy and/or inability to work harmoniously with fellow employees

Upon two repeated verbal warnings, a formal disciplinary report will be written, reviewed with and signed by the student, and placed in the student's personnel file.

Disciplinary Report

More serious issues, or recurring minor issues, will result in a disciplinary report being filed. These will be issued in a meeting with the employee and a member of the professional staff.

The following violations may result in probation or termination from Event and Classroom Management:

- Repeated tardiness or failure to show up for scheduled shifts
- Absence without a legitimate excuse
- Failure to meet minimum shift/hour requirements for the position
- Repeatedly dropping scheduled shifts
- Inappropriate or unauthorized use of ECM access or University equipment/property
- Failure to meet job requirements and perform tasks satisfactory/complete proper training
- Inappropriate behavior in the work place towards clients or other staff
- Failure to follow dress code

Probation/Termination

After a disciplinary report has been filed, any additional violations will result in an in-person meeting to discuss the student's future employment.

Depending on the degree of the transgressions, students may be placed on probation. The length and terms of probation will be determined by professional staff.

The decision to terminate a student's employment is not made lightly and must involve input from professional staff. There are certain violations that will be cause for immediate dismissal. They include, but are not limited to -

- Theft/aiding someone in theft
- Breach of confidentiality
- Falsifying work times
- Major safety violations
- Insubordination/Gross intentional violation of policies and procedures
- Possession of, or being under the influence of, drugs and/or alcohol while at work
- Harassment, mistreatment, or inappropriate behavior towards other employees

OFFICE DIRECTORY

For any questions or concerns, please feel free to contact professional staff.

All Students:

Student Staff Coordinator - Julie Valentine | julie.valentine@rochester.edu | (443) 388-2990

Classroom Support:

Operations Manager – Nick Ernst-Maynard | nicholas.maynard@rochester.edu | (585) 275-7448

Help Desk Coordinator - Gene Vogler | eugene.vogler@rochester.edu | (585) 276-3320 | (585) 738-0688

Event Support:

Event Support Manager - Jon Powers | jon.powers@rochester.edu | (585) 474-4680

Event Support Associate - Nick Agoney | nicholas.agoney@rochester.edu | (585) 275-9514

Event Support Associate - Verdon Davis | verdon.davis@rochester.edu | (585) 275-0103

Printing Support:

Printing Support Technician - José Sarria | jose.sarria@rochester.edu | (585) 202-7553

Event Planning:

ECM Assistant - Kerynn Laraby | kerynn.laraby@rochester.edu | (585) 273-1765