

ECM Student Employee Handbook

**EVENT & CLASSROOM
MANAGEMENT**
UNIVERSITY OF ROCHESTER



CALL (585) 275-9014
to request technical assistance or to
report any problems in this room.

Office Locations:

Lower Hoyt Hall
Gavett Hall 2nd floor
Sloan Performing Arts Center

Student Staff Supervisor: Julie Valentine (443-388-2990)

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I. Introduction

A. What is Classroom Support?

ECM Classroom Support provides equipment, resources, and technology support for course-related, department, or student requests on the University of Rochester River Campus. This includes but is not limited to support for projectors, TV displays, and microphones as well as delivery of speakers, microphones, and Zoom equipment.

Hours of Operation:

During the semester: 7:00 am - 11:00 pm daily, including weekends

Reading Period & Finals: Reduced hours as appropriate

Breaks: 8:00 am - 5:00 pm

Main Office Number: 585-275-9014

B. Where to Find Help

- **Other ECM Help Desk Student Staff**
- **GroupMe Chat**
- **Professional Staff (Level 1-4)**

If you encounter a request you are unable to fulfill, you should check the Help Desk Binder which contains all information related to deliverables, classroom technology, and common user questions. Ask another student worker to help you if the binder does not answer your question. If you still cannot reach a resolution, you can send a message to the GroupMe chat, and a student or professional staff member may be able to respond. A response is not guaranteed.

If a problem appears to be outside the scope of what would be expected of a student employee, you should escalate the problem to a professional staff member by texting, calling, or creating a Freshdesk ticket. If none are present and the problem is urgent, you may contact the Upper Level Professional Staff as needed. If you are in doubt of who to contact, make a Freshdesk ticket and assign it to the Level 1 or Julie, who can then escalate the issue as needed.

If you transfer a client to another student or a professional staff member, you should follow up to ensure that a solution was found. Make sure that you note the resolution so that you can remember in the next time you need it.

Freshdesk tickets should be made for all technology issues. This allows recurring issues to be tracked and for problem resolution to be streamlined.

You should not attempt to answer any questions unless you are fully sure of your answer. Especially about technology, room capabilities or room reservations. Check the help desk binder or confer with other staff if you are unsure.

II. Introduction

A. What is Event Support?

ECM Event Support provides audiovisual and furniture support services for departmental and student organization events across the University of Rochester River Campus. This includes but is not limited to coordination and use of audiovisual equipment for conferences, acapella shows, dance performances, and other campus events; Zoom support; furniture layouts and setup/teardown of furniture, etc.

Hours of Operation:

As needed per event

Reading Period & Finals: Reduced hours as appropriate

Main Office Number: 585-275-9014

B. Where to Find Help

- **Other ECM Event Support Student Staff**
- **GroupMe Chat**
- **Professional Staff**

If your job sheet is missing from the bin, someone from the Help Desk will be able to print you a copy. If no one is available at the Help Desk, someone in the offices downstairs in Hoyt can also print a copy for you.

If someone is assigned to the shift with you and they have not shown up at the designated time, you should call or text them to check on their status. If they do not respond or appear for their shift with you, please let a professional staff member know.

If you encounter an issue during your event that you are unable to fulfill, you should check with the professional staff on shift with you. If you are on shift by yourself and cannot reach a resolution, you can send a message to the GroupMe chat and a student or professional staff member may be able to respond. A response is not guaranteed.

If a problem appears to be outside the scope of what would be expected of a student employee, you should escalate the problem to a professional staff member by texting or calling. If no one is present and the problem is urgent, you should contact the Event Support Manager.

Any issues you encounter during your shift, whether technological or personnel-related, should be reported to a professional staff member for further review.

III. Staff Policies and Guidelines

A. General

Communication:

- The primary method of communication between professional staff and student staff will be through email. You will receive emails regularly that will contain information about staffing needs, policy updates, training sessions, and events that need to be addressed in a timely manner. **We required that you check your email regularly and respond when necessary.**
- The GroupMe chat is an additional channel for communication and is primarily to be used for shift dropping and trading. However, the chat can also be used to ask technical questions. GroupMe can also be useful for looking at past questions your fellow technicians have had and seeing what they did to resolve the issue.

Accountability:

- You are expected to take responsibility for your ECM commitments throughout the semester. Homework or studying for an exam are not excuses for missing a shift. Acceptable reasons for calling out include sickness, an exam *during* your shift, and emergencies such as medical, family, or travel issues. **If you are not able to work a shift, you are responsible for finding coverage before the shift occurs.** Shift trading must be done through our online scheduling program. Communication about posting shifts for trade can be done through GroupMe.
- This is a customer-facing job. A professional attitude is required when interacting with our clients. 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.**

A.1 Classroom Scheduling Policy

- We use WhenToWork to schedule our staff. You will receive credentials for accessing WhenToWork before your first regular shift. **It is your responsibility to check your schedule regularly and keep your availability up to date at all times. If you are unable to find coverage for a shift, you must contact the Student Staff Supervisor as soon as possible.** They will let you know whether you are permitted to miss the shift, or if you are still required to work or find coverage. If we require you to find coverage, but you do not, this will be counted as an unexcused absence. In case of an unexpected emergency, you must contact the ECM Help Desk and then follow up with your supervisor. Call-outs will be tracked and unexcused absences will cause disciplinary action.
- **Upon a second infraction of missing a shift without communication, you will be removed from the schedule for the rest of the semester.** Your employment will be re-evaluated for the at the discretion of the ECM Student Staff Supervisor. The earliest you will be able to re-start work is the following semester.

A.2. Event Scheduling Policy

- We use WhenToWork to schedule our staff. You will receive credentials for accessing WhenToWork before your first regular shift. **It is your responsibility to check your schedule regularly and keep your availability up to date. If you are unable to find coverage for a shift, you must contact the Event Support Manager or Student Staff Supervisor as soon as possible.** They will let you know whether you are permitted to miss the shift, or if you are still required to work or find other coverage. If we require you to find coverage, but you do not, this will be counted as an unexcused absence. In case of an emergency, you must contact either the pro staff with you on the event or your supervisor. Call-outs will be tracked and unexcused absences will cause disciplinary action.
- **Upon a second infraction of missing a shift without communication, you will be removed from the schedule for the rest of the semester.** Your employment will be re-evaluated at the discretion of the ECM Student Staff Supervisor. The earliest you will be able to re-start work is the following semester.
- We will make every effort to publish the schedule of open shifts two weeks early. We will give you an opportunity to sign up for shifts that you are qualified to take. **Shifts that remain unfilled will be involuntarily assigned based on your availability and qualifications.**
- From time to time, there may be shifts that are assigned per availability but less than 48 hours in advance. If we assign you one of these last-minute shifts you have the right to decline the shift with no penalty by contacting your supervisor. Posting a shift for trade is not an acceptable means of notifying your supervisor.
- **Lateness is defined as arriving at the specified place on or after the shift start time.** Events run on a strict schedule, so even a few minutes of lateness are unacceptable. Communication is key. Please communicate with the event lead if you are going to be late at all. If you are late, you will be allowed to work at the discretion of the event lead. Excessive unexcused lateness may lead to termination of employment.
- Being extremely late may be counted as an unexcused absence.
- The lateness policy notwithstanding, if you are on a shift without a professional staff member, you may start your shift in the office to obtain keys and documents.

B. Etiquette

B.1 Classroom Etiquette

- No one has permission to install any program or change any configuration (Control Panels, hard drive, names, sounds, location of files, etc.) on any help desk or classroom computers.
- All internet use is subject to the University of Rochester IT Acceptable Use Policy (<https://tech.rochester.edu/policies/acceptable-use-policy/>)

- Keep noise levels to a minimum when working behind the desk. This includes loud music.
- In accordance with HR policy, no employee may sleep on the clock.
- Studying, game playing, and any personal projects are not permitted while working at the desk unless there are no pending tasks.
- Never leave the phone or desk unattended. If you are the last person in the office and have to leave, make sure to place all phones on AWAY and transfer calls to the Wi-fi phone, place the Out of Office sign on the counter, and shut the door.
- Friends and acquaintances are welcome to stop by the office to leave a message or drop off something, but they should not visit for any longer than 10 minutes. These visits should never disrupt work, and non-ECM-employees are not permitted in private work areas.
- Do not sit at professional staff members desks.
- Report all interpersonal problems to full-time staff by email or schedule a private meeting with the Student Staff Supervisor.
- KeyWatcher access grants you the ability to sign out keys solely for yourself.
- Return all keys to KeyWatcher after use, and never take them home. If lost, report immediately to the Help Desk Supervisor.

B.2. Event Etiquette

- No one has permission to install any program or change any configuration (Control Panels, hard drive, names, sounds, location of files, etc.) on any event computers without prior permission.
- All computer and university internet use is subject to the University of Rochester IT Acceptable Use Policy (<https://tech.rochester.edu/policies/acceptable-use-policy/>)
- Studying, game playing, and any personal projects are not permitted while working unless there are no pending tasks.
- Friends and acquaintances are welcome to stop by to leave a message or drop off something, but they should not visit for any longer than 5 minutes. These visits should never disrupt work, and non-ECM-employees are not permitted in private work areas.
- Non-ECM-employees may not perform functions normally performed by ECM technicians except by permission of the event lead. A student may not grant another student this permission. Including and not limited to, using equipment such as boards or computers, instruments, ladders, etc...
- Report all interpersonal problems to full-time staff by email.
- KeyWatcher access grants you the ability to sign out keys solely for yourself. You may not lend keys to anyone else.
- Return all keys to KeyWatcher after use, and never take them home. If lost, report immediately to the Help Desk Supervisor.

C. Standard Operating Procedures

C.1. Classroom Procedures

- Access Control
 - Some of our office and storage locations are accessed by swipe of your student ID card. These locations are:
 - Exterior Hoyt Hall
 - Lower Hoyt office area/warehouse
 - Hoyt G15 Help Desk
 - All other locations require you to sign out keys/ECM ID badge to access.
 - We use a key locker we refer as KeyWatcher to manage the sign-out of keys.
 - Access to KeyWatcher is through your ID card.
 - There are different access levels in KeyWatcher per staff member. You will not be able to take out all keys.

- Crew
 - The Help Desk is comprised of student staff and professional staff.
 - Opening shifts begin at 7am for two students. Closing shifts will have three students beginning at 9pm.
 - At most times, there will be 4 student employees scheduled to work the Desk.
 - Weekends will be staffed with two students throughout the day.
 - You should refer to WhenToWork to determine who else is on shift with you. If you arrive and are alone, use the staff contact sheet on the bulletin board to contact whoever is missing.

- Office
 - The Help Desk Window should be open from 8a-8p daily.
 - It is required that upon starting your shift, you place your desk phone on 'available' and log into Freshdesk, EMS, and Asset Tiger.
 - The schedule for the day is dictated by Manage Services in EMS and any incoming phone calls/tickets/walk-up requests.
 - Ensure that any unresolved Freshdesk ticket is attended to during your shift. (IE: respond to the customer; investigate and update with a private note; schedule assist or task; escalate to upper staff member; shift + close).
 - Monitor the office display for Offline Computers/Xerox Printer/Fusion Battery alerts.
 - Do not leave the office empty without placing all phones on AWAY, placing the Out of Office sign on the counter, and shutting the door.
 - From time to time, we receive packages directly at the desk in addition to our weekly task of picking them up at the Campus Mail Center. Take any packages received down to the ECM Shop G12, use the phone to send a notification to its recipient, and place on the receiving shelf.
 - Upon locking up the office each night, ensure the window is shut and locked.

- Storage Areas
 - Different buildings on campus have storage areas for our department's furniture and equipment. Items should be checked out and returned properly in its assigned location.
 - Hoyt G14 ECM Warehouse
 - Hylan 106
 - LeChase 162
 - Meliora 203 closet
 - Goergen 101 closet

C.2. Event Procedures

- Access Control
 - Some of our event and storage locations are accessed by swipe or tap of your student ID card. These locations are:
 - Lower Hoyt/Help Desk
 - Douglass Furniture/Tech Storage
 - Sloan
 - All other locations require you to sign out keys to access.
 - We use a key locker we refer as KeyWatcher to manage the sign-out of keys.
 - Access to KeyWatcher is through your ID card.
 - There are different access levels in KeyWatcher per staff member. You will not be able to take out all keys.
- Crew
 - Some shifts may be solo, while others will be a crew of students and/or professional staff. You should refer to WhenToWork to determine who else is on shift with you and what your responsibilities for the shift are.
 - If you arrive and are alone, use the staff contact sheet on the bulletin board to contact whoever is missing.
- Jobsheets/Diagrams
 - All information for a shift will be found on a “jobsheet”. This is your guide for what you will be doing. Any necessary diagrams or other materials should be attached.
 - Jobsheets can be found in bins on the bulletin board at the top of the lower Hoyt ramp (across from the time clock).
 - Each venue has 2 bins – sheets for **upcoming** jobs on bottom, **completed** on top. If there are later shifts on your jobsheet, please return it to the “upcoming” bin.
 - If there is no jobsheet for your event, please check with either an Event Support staff member or ask the Help Desk to print one out!
- Storage Areas
 - Each venue has specific furniture and equipment that should be returned properly in its assigned location.
- Safety:
 - Due to the safety hazards inherent in live events, we require you to wear proper footwear (no sandals/open-toed shoes/crocs). We also require that clothing does not present safety hazards (IE: being so long as to get caught in things or presenting a tripping hazard.) Students will be given an ECM branded polo and t-shirt upon hiring and from time to time we may require you to wear the polo or t-shirt for event shifts at our discretion. Some shift in Sloan may require people to be working in the catwalks, or on ladders, so certain outfits that are okay for other shifts, may not be okay for working in Sloan.
 - The use of headphones and other noise-canceling devices are prohibited unless by permission of the event lead.
 - You will sometimes be assigned to events where there will be loud sounds. Disposable foam earplugs will be provided upon your request.

IV. Personal Use of ECM Resources

Personal use of the Classroom Support printers is only for employees' academic printing needs and usage must be reasonable. At the request of the professional staff, you may ask to reserve a room for personal use or use the deliverable Help Desk equipment.

The following infractions will cause immediate dismissal and termination from employment. They include, but are not limited to:

- Theft of equipment or supplies
- Breach of confidentiality
- Falsifying work times
- Major safety violations
- Insubordination / Intentional violation of policies
- Possession of, or under the influence of drugs and/or alcohol
- Harassment, mistreatment, or inappropriate behavior

V. Pay and Timekeeping

Payroll:

- 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
- Per NYS law and URHR policy time worked is recorded minute to minute. You are responsible for recording all time worked with the exact time you clock in and out. "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.
- You may clock in and out using the time clock in the office or on HRMS on desktop or mobile.
- Because we require you to enter your exact work times, you are prohibited from rounding time or entering time on timecards early.
- We will pay you every two weeks on Friday, 26 times a year. You are responsible for entering your hours worked to get paid on time.
- We pay either by direct deposit or mailed check, managed through your HRMS account.

Breaks and Meals:

- In accordance with NYS law and URHR policy, on shifts longer than 6 hours we require you to take a 30-minute unpaid and uninterrupted meal break.
- "Uninterrupted" means that you have a continuous break of 30 minutes in which you perform no work.
- If you are interrupted, this period does not count as your meal break, and you should make every effort to take another uninterrupted meal break.
- We will automatically deduct this meal break when appropriate from your timecard.
- If there is no opportunity to take a meal break on a shift longer than 6 hours, please contact your manager to ensure you are paid for the hours that you work.
- Additionally, if you work starting before 11 a.m. and continue working after 7 p.m. we require that you have at least another 20-minute paid, uninterrupted meal period, in addition to your 30-minute unpaid break.

Paid Sick Leave:

- Per NYS, we provide a sick time benefit. You accrue sick time at the rate of one hour of sick time for every 30 hours worked. You may use this benefit to be paid for shifts you miss while sick or shifts you must cancel for a doctor's appointment or to care for a sick family member. You can view your accruals and apply sick time in HRMS.
- Sick time must be logged into the HRMS when a student worker is unable to work his or her scheduled hours using the 'SIC' code.
- We allow excused absences in the case of sickness. If you are sick you are required to call your manager to be excused. If the shift is occurring within 8 hours, you are required to call your manager and the event lead to be excused.
- If you have a fever, we require you to be fever-free for 48 hours to come back to work.

VI. Other University Policies that Apply to Student Workers

On-Call Pay

- Defined as being readily available to arrive at work upon being summoned.
- Student employees will receive a standard rate of pay for being on-call.

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.

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.
- After all injuries, a University of Rochester Employee Incident Report must be filled out within 24 hours.

Paid Family Leave

- As part of your employment, New York State offers paid family leave (PFL) to:
 - Bond with a child during the first 12 months following the birth, adopted, or foster placement of the child.
 - Care for a family member with a serious health condition.
 - Assist a family member called to active military service.
- All students employed through student employment (both undergraduate and graduate) will need to work 175 days preceding the first full day of the leave to be eligible for PFL.