## Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mission Statement</td>
<td>04</td>
</tr>
<tr>
<td>The Role of the College Union</td>
<td>04</td>
</tr>
<tr>
<td>S.T.A.R. Leadership and Management Program</td>
<td>04</td>
</tr>
<tr>
<td>Employment Recognition</td>
<td>05</td>
</tr>
<tr>
<td>Management Support Team</td>
<td>06</td>
</tr>
<tr>
<td>Student Center Operations</td>
<td>06</td>
</tr>
<tr>
<td>General Policies</td>
<td>07</td>
</tr>
<tr>
<td>Employment Process</td>
<td>08</td>
</tr>
<tr>
<td>Training</td>
<td>08</td>
</tr>
<tr>
<td>Terms and Conditions of Employment</td>
<td>09</td>
</tr>
<tr>
<td>Event Crew</td>
<td>09</td>
</tr>
<tr>
<td>Levels of Remuneration</td>
<td>09</td>
</tr>
<tr>
<td>Payroll</td>
<td>10</td>
</tr>
<tr>
<td>Time Processing System</td>
<td>12</td>
</tr>
<tr>
<td>Disciplinary Procedures</td>
<td>13</td>
</tr>
<tr>
<td>Employment Policies and Practices</td>
<td>14</td>
</tr>
<tr>
<td>Conditions of Employment</td>
<td>18</td>
</tr>
<tr>
<td>Student Union Board of Governors</td>
<td>19</td>
</tr>
<tr>
<td>Graduate Internship Program</td>
<td>19</td>
</tr>
<tr>
<td>Central Activities Network</td>
<td>19</td>
</tr>
<tr>
<td>Student Groups</td>
<td>19</td>
</tr>
<tr>
<td>CCSU LGBT Center</td>
<td>20</td>
</tr>
<tr>
<td>Student Activities/Leadership Development</td>
<td>20</td>
</tr>
<tr>
<td>Miscellaneous Information</td>
<td>21</td>
</tr>
<tr>
<td>Unofficial Academic Calendar</td>
<td>22</td>
</tr>
<tr>
<td>Other Phone Numbers</td>
<td>23</td>
</tr>
<tr>
<td>Connect With Us</td>
<td>Back Cover</td>
</tr>
</tbody>
</table>
Mission Statement

The Student Center provides services and facilities and supports programs which enhance the growth of the campus community.

Students are developed and educated through active participation in all we do.

Our quality is determined by the people we serve!

The Role of the College Union

“The union is the community center of the college, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college.”

Association of College Unions International, 1996

S.T.A.R. Leadership and Management Program

S.T.A.R. Program

As a student employee, you are enrolled in our S.T.A.R. Leadership and Management Program. The S.T.A.R. Program is designed to guide you in developing a set of job related skills and personal development.

- Strive for quality Service
- Be an effective Team member
- Act with greater Autonomy
- Build personal Responsibility

What to expect as an employee in the program

You will be given personal and professional support. Student employees will be given mini training in services on:

- Supervising peers
- Evaluating peers
- Giving feedback
- Training and testing

Other support includes

- Assistance with job searches following graduation
- Résumé reviewing
- Mock interviews
- Time management training
- Team building exercises, etc.
***Employment Recognition***

**S.T.A.R. of the Month**
S.T.A.R. employees are students that go above and beyond the call of duty. They work effectively with others and are customer service oriented, exemplifying the guidelines of the S.T.A.R. program. Student employees are nominated each month by any member of The Student Center team including administrative faculty, staff, graduate interns, and student employees. Nomination forms can be found at the Reception Desk, in the Intern Office, and at the Information Desk. The administrative faculty, staff, and graduate interns then meet to select the S.T.A.R of the Month.

**Rising S.T.A.R.**
Yearly, The Student Center faculty, staff, and interns honor one new student employee (who has worked for The Student Center for less than three full semesters) that shows great potential and dedication to The Student Center. This award is given based on a student’s drive and their commitment to The Student Center.

**Duane A. Orloske Award for Outstanding Student Employees**
Students considered for this award are taken from the entire pool of student employees who have worked for The Student Center during this academic calendar year. The outstanding student employee is chosen “in recognition of outstanding initiative and achievement as a student employee.” This has been an ongoing tradition in the CCSU Student Center since 1975. In the spring, the faculty, staff, and graduate interns review all candidates based on the criteria listed below:

- Must have worked in The Student Center for more than three full semesters
- Must have all good or better performance evaluations
- Must be active in many areas of the campus and local community
- Contributes to their peers in a positive manner
- Contributes to the area(s) worked in and has had a positive impact
- Has at least a 2.00 cumulative GPA throughout tenure

* The students selected as Rising S.T.A.R. and Outstanding Student Employee of the Year are recognized at the annual Student Union Board of Governors (SUBOG)/Club Recognition Program each spring.

* All links in handbook subject to change
Management Support Team

Wayne ‘Otis’ Mamed, *Director*
Oversees all primary functions of the Student Center; managing EMS Campus, Visix Digital Signage, department funding, Student Union Board Of Governors (SUBOG).

Kathy Poirier, *Associate Director*
Responsible for overall coordination of daily operation of the Student Center, including Accountability Office, and Central Reservations Office (CRO).

Tiffany Moffo Simpson, *Assistant Director, Student Center Services*
Responsible for supervision of services including Breakers, Information Desk/CENtix Box Office, and student personnel.

Laura Whittemore, *Assistant Director, Student Center Operations*
Responsible for supervision of the day to day operations of CRO, Setup Crew and Center Managers.

Nick Streifel, *Technical Support Assistant*
Responsible for supervising Tech Services, coordinating custodial and maintenance support services.

Deborah Peterson, *Business Manager*
Manages all department fiscal matters and accountability.

Ruby Blackmon, *Event Coordinator*
Lead meeting and event planner for CRO.

Melvin Ortiz, *Student Center Skilled Maintainer*
Maintains the Student Center facility including supporting room setups etc.

Lauren Foligno, Abby Hancock, Linzy Martinez, *Graduate Interns*
Our paraprofessional staff act as liaisons to all operations and department functions as part of their masters degree program.

University Assistant, *Student Center Food Services Office Assistant*
Provides clerical support services and assistance in the office of the Director.

Cooperative Education Students, *Event Assistants*
Provides general clerical support services and assistance in CRO.

Student Center Operations

The Student Center is the “hub” of the University. It provides services to students, faculty, administrators, staff, alumni, and guests of the University. The Student Center is a part of the educational program of the University. In all of its activities, it offers opportunities for growth in individual social competency and group effectiveness. The Student Center serves as a unifying force in the life of the University.

Within the Student Center, you will find:

- Department of The Student Center
- Central Reservations Office
- Department of Student Activities/Leadership Development
- E-mail stations
- Student organization offices
- Breakers Game Room
- Semesters, Alumni Hall and Bellin Gallery
- Information Desk and CENtix Box Office
- LGBT Center
- TV lounges
- Study lounges
- Meeting rooms
- Ruthe Boyea Women's Center
- Card Office
- CCSU Bookstore
- Devil's Den Food Court

---

6 - CCSU Student Center Spring 2018 • (860) 832-1970
Posters, Banners & Printed Material
The Student Center provides display areas for posters, banners, and other publicity materials at designated areas in the Student Center for recognized campus organizations and events. Information regarding posting is available at the Information Desk.

Posting
Posting is not permitted on wood, glass, metal, walls or floor surfaces. The University’s policy on posters and advertising can be found in the CCSU Handbook on the Division of Student Affairs’ website at: http://web.ccsu.edu/studentaffairs/orientation/studenthandbook.asp

Sodexo
Sodexo is CCSU’s food service provider. Sodexo provides catering, concessions, and cash food sales on campus.

Smoking Policy
Per Connecticut State Law, smoking is not permitted in all state buildings (including the Student Center) and is only permitted in designated areas as specified by Central Connecticut State University (CCSU). You are expected to assist in the enforcement of this policy.

Animals
Animals (except for guide dogs) are not permitted in the Student Center. Law prohibits pets in public food areas. Report any animal in the Student Center to a staff member.

Solicitation, Fund-Raising, and Publicity
Solicitation, fund-raising, and publicity may take place only in designated areas reserved through the Central Reservations Office. Distribution, solicitation, or fund-raising will not be allowed away from assigned area. All solicitation, fund-raising, and publicity must be sponsored by a campus organization.

Vending Machine Refunds
(Snack and Beverage)
The Card Office processes vending machine refunds. After 5 p.m. and on weekends only, the Information Desk can process refunds for beverage and snack machines. The Information Desk cannot refund money to a CCSU Blue Chip Card.

Lockers and Mailboxes
Day lockers are $.25/Day. Large lockers are $8.00/semester and $24.00/year including spring, summer, and fall semesters. Small lockers are $5.00/semester and $15.00/year including spring, summer, and fall semesters. There is a $10.00 key deposit per semester.
Mailboxes are $5.00/semester and $15.00/year including spring, summer, and fall semesters.

Emergency Procedures
In an emergency, the safety and security of individuals in the Student Center are our prime responsibility. Please regularly review and follow the emergency procedures that are located in the Standard Operating Procedures (SOPs) Manual in your area.

Safety and First Aid
You are required to follow all safety precautions and to use necessary safety devices (i.e., step stools, safety glasses, work gloves, back supports, etc.). All accidents involving an employee or a guest, no matter how small, MUST be reported to the Center Manager (CM) on duty, logged in the duty log and reported to your direct supervisor. Please review the SOPS in your area for more specific details on how to report your injury.

CCSU Violence Free Campus Policy
All employees are covered by the CCSU Violence Free Campus Policy. Please visit the Human Resources website at: http://www.ccsu.edu/hr/files/ViolencePolicy.pdf for the complete policy.

* All links in handbook subject to change
Employment Process

Job Announcements
Available positions are posted via our departmental recruitment and hiring process. Applications are available during that time.

Employee Paperwork
Please note all student employees are responsible for completing the necessary paperwork, including delivering it to Business Services, in the Marcus White Annex Rm 006.

Documents completed include:

- **Student Employee Conditions of Employment Form**
- **W-4 Tax Forms**
  Both federal and state tax forms must be completed. These forms serve to indicate deductions.
- **Student Help Program Certification**
  This information confirms that you are currently working and only needs to be filled out once, unless you change accounts. (There is a separate form for work study and student help.)
- **I-9 Employment Eligibility Verification**
  This form is used to verify citizenship or authorization by the Immigration and Naturalization Service to work in the United States. Plan to show two forms of ID in Business Services when paperwork is delivered. Examples of two forms of ID include an original birth certificate and drivers license or an original social security card and drivers license etc.
- **Pay Rate Form**
  A pay rate form is completed for all new hires.

- **Background Investigation Disclosure and Consent Form & Authorization for the SSA to release SSN Verification**

Training
Training is mandatory! It is expected that all employees attend training unless you have been excused by your immediate supervisor. All portions of training are designed to provide you with information and techniques necessary to be successful at your job. Because training is required, employees are compensated.
Terms & Conditions of Employment

• Typically students are employed for one semester.
• Four semesters and two summers are the total limit to work in one area as a manager (unless a supervisor determines there is continued development and the student employee has had a positive evaluation).
• Ongoing employment is contingent upon meeting general requirements currently listed in the handbook.
• Student employees can expect to receive one written evaluation and ongoing feedback per semester.

Level of Remuneration
The Student Center abides by the University’s Student Worker Pay Rates and Job Classification scale. To access the most current version, visit the University’s website at: bit.ly/2wx8LqV

Event Crew
As a department, one of our many roles is to provide support for events. The purpose of working Event Crew is to not only support events, but also to gain experience in the Student Center outside of your primary work area. Therefore, Event Crew is necessary to meet this need. Event Crew specifically supports the necessary miscellaneous services that have become part of events and dances, such as coat check, ticket takers, ushers, etc. Students who work dance or concert shifts enforce the dance and concert admission policies.

All student employees must work at least one “dance or concert” shift and at least one “event crew” shift per semester based upon the frequency of events requiring such staffing. This does not include satellite shifts or anyone working in their primary work areas to support events. Satellite shifts and primary work area shifts do not satisfy the event crew requirement. Satellite shifts are shifts at temporary ticketing locations across campus to support events.

*It is at the discretion of the supervisor to make any adjustments as deemed necessary. Please note that fulfilling this requirement will be reflected in your semester evaluation. However, student employees will not be penalized if the opportunity to work a dance or concert or an event crew shift does not present itself during times when programming is infrequent.
Payroll

Pay Periods
Each pay period spans two weeks, from Friday through Thursday of the second week. You will be paid on the second Thursday of a pay period for the hours you worked in the previous pay period.

Student Pay Period Schedule
2017 - 2018

<table>
<thead>
<tr>
<th>Pay Period Begin Date</th>
<th>Pay Period End Date</th>
<th>Paid Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/08/17</td>
<td>12/21/17</td>
<td>01/05/18</td>
</tr>
<tr>
<td>12/22/17</td>
<td>01/04/17</td>
<td>01/19/18</td>
</tr>
<tr>
<td>01/05/18</td>
<td>01/18/18</td>
<td>02/02/18</td>
</tr>
<tr>
<td>01/19/18</td>
<td>02/01/18</td>
<td>02/16/18</td>
</tr>
<tr>
<td>02/02/18</td>
<td>02/15/18</td>
<td>03/02/18</td>
</tr>
<tr>
<td>02/16/18</td>
<td>03/01/18</td>
<td>03/16/18</td>
</tr>
<tr>
<td>03/02/18</td>
<td>03/15/18</td>
<td>03/30/18</td>
</tr>
<tr>
<td>03/16/18</td>
<td>03/29/17</td>
<td>04/13/18</td>
</tr>
<tr>
<td>03/30/18</td>
<td>04/12/18</td>
<td>04/27/18</td>
</tr>
<tr>
<td>04/13/18</td>
<td>04/26/18</td>
<td>05/11/18</td>
</tr>
<tr>
<td>04/27/18</td>
<td>05/10/18</td>
<td>05/25/18</td>
</tr>
<tr>
<td>05/11/18</td>
<td>05/24/18</td>
<td>06/08/18</td>
</tr>
<tr>
<td>05/25/18</td>
<td>06/07/18</td>
<td>06/22/18</td>
</tr>
<tr>
<td>06/08/18</td>
<td>06/21/18</td>
<td>07/06/18</td>
</tr>
<tr>
<td>06/22/18</td>
<td>07/05/18</td>
<td>07/20/18</td>
</tr>
<tr>
<td>07/06/18</td>
<td>07/19/18</td>
<td>08/03/18</td>
</tr>
<tr>
<td>07/20/18</td>
<td>08/02/18</td>
<td>08/17/18</td>
</tr>
<tr>
<td>08/03/18</td>
<td>08/16/18</td>
<td>08/31/18</td>
</tr>
<tr>
<td>08/17/18</td>
<td>08/30/18</td>
<td>09/14/18</td>
</tr>
</tbody>
</table>
Pay Check Distribution

*During the Semester*
- Checks are handed out at the Reception Desk
- Checks can be picked up after 3:30 p.m. on Thursday according to the pay schedule
- Checks are at the Reception Desk until 4 p.m. on Thursday.
- After 4 p.m. student employees should pick up their check at the Information Desk.
- Checks must be picked up by the person whose name is on the check.
- Employees must sign for their check

*Summer and Breaks*
- Employees should expect to receive paychecks in the mail to the name and address on the check, unless another mailing address is given.
- Those working at these times can still pick up their checks at the Information Desk
- Those checks not picked up on Thursday will be put in the mail on Friday

Direct Deposit
To enroll, modify, or cancel direct deposit follow the link here: [http://bit.ly/2vT0tvF](http://bit.ly/2vT0tvF)

Student Center Areas
Each employee will have one main focus area from the list below. However, with training, you may work in any of the other areas:

- Accountability Office
- Breakers Game Room
- Center Manager
- Central Reservations Office
- Graphic Design
- Information Desk/CENtix Box Office
- Reception Desk
- Setup Crew
- Tech Services

Student Payroll Login Procedures
Each employee is responsible for logging in for work. *See CORE-CT Information on next page.

*Employees can only login if they meet the following criteria:*
- They are a matriculated student at CCSU
- They are on a current area schedule
- They are acting as a substitute within their cluster
- They do not have any scheduled classes

New Employees: *If you submit your timesheet on time, you will receive your paycheck in two weeks.*

Student Payroll Login Procedures (Continue onto next page)
Time Processing System

- Area Manager will assign and schedule employees
- Upon arrival to work, you will clock in at the Information Desk
- When you have completed your shift, clock out at the Information Desk

**NOTE:** YOU ARE RESPONSIBLE FOR ENTERING AND SUBMITTING ALL WORK HOURS INTO YOUR ACCOUNT ON YOUR TIMESHEET ON CORE-CT!

**Timesheet Submission:**
Important Information about submitting your timesheets on CORE:

- To access CORE-CT, visit the website: [bit.ly/2wxHSTC](https://bit.ly/2wxHSTC)
- Your username is your 6-digit State of Connecticut Employee ID that is listed on your biweekly paycheck advice slip.
- *It is your responsibility to submit your timesheet – every pay period – and to ensure that your supervisor approves it.*
- If you don’t submit your timesheet and make sure that it is approved, you will not receive a pay check.
- Time can be submitted on a daily basis and in a minimum of .25 hour increments.
- Timesheets need to be submitted on CORE-CT no later than 8 p.m. on the Thursday of pay week.
- The system processes timesheets overnight.
- If a change is made to the timesheet, it must be processed overnight again before it can be approved.
- If you make a change to your timesheet after your supervisor has already approved it, you must inform your supervisor of the change.
- Once you have submitted your timesheet and it has processed overnight, you may view your hours and the status of your timesheet via the Payable Time Detail link. *(This is how you know that your supervisor has approved your timesheet.)*

**IF YOUR TIMESHEET IS NOT SUBMITTED, YOU MAY NOT BE PAID ON TIME!**

After being reviewed by your direct supervisor, you will be notified if there are any discrepancies.
Disciplinary Procedures

What Employees Can Expect
Because The Student Center program is a developmental program, we want you to succeed. Our employees can expect:

- To be informed if you are not performing up to standard
- To be informed any time you are provided a written evaluation
- To be given timely information and follow-up
- To see your folder at any time
- To discuss any of your concerns with the faculty member of your choice concerning any personnel issues
- To be granted a meeting with the area manager, graduate intern, and direct supervisor

Violations Procedure
Each employment violation constitutes a verbal warning and/or written warning and will be reviewed by a Student Center Administrative Faculty Member.

Examples of Valid Reasons for Intent to Terminate
- Giving away free services or cash without authorization
- Theft of any kind
- Consuming alcohol while on duty or coming to work intoxicated
- Being under the influence of drugs
- Repeated incidents after review
- Logging in while not working, i.e., going to class etc.

*All links in handbook subject to change*
Employment Policies and Practices

Work Schedules
Employees will assist in coordinating area schedules. Once schedules are confirmed, you will be held accountable for covering your shift.

Hours
You may not work more than seven and one half hours (7.5) in any one shift without taking an unpaid one half hour (30 minutes) for a meal break. This means you need to clock out and then clock back in. If you work more than four hours, you are eligible for a paid 15 minute break. Please schedule breaks with your direct supervisor. You are not allowed to work more than 40 hours for any two-week pay period during the academic year, excluding “break” weeks. For break weeks, you are not permitted to work more than 40 hours per week. A pay week is Friday - Thursday. If you are in danger of going over hours, please see your supervisor immediately.

Illness/Personal Emergencies
If you are unable to cover your shift due to an illness or personal emergency, we ask that you arrange to have a substitute cover for you. You must PERSONALLY telephone and speak DIRECTLY to one of the following as soon as possible but no later than one hour before your scheduled shift to inform them of your illness.

Fill in with your personal information
Graduate Intern: ____________________________
Phone Number: _____________________________
Faculty Supervisor: __________________________
Phone Number: _____________________________
Graduate Intern on Duty Phone: (860) 982-8668

Substitutions
Substitutions are only allowed from the trained staff in YOUR area unless approved by your supervisor. You will be given a telephone and e-mail list of fellow employees you may contact. Plan ahead! Uncovered shifts do not serve our mission. Unexplained, uncovered shifts will constitute a missed shift and a Student Personnel Notice will be added to your file.

Attendance
Attendance will be kept by your direct supervisor. Perfect and good attendance will be acknowledged. Excessive absenteeism or tardiness will be documented and may lead to dismissal or nonrenewal of appointment.

Area Meetings
Each service area will hold regular staff meetings. Each meeting allows you the opportunity to stay informed and contribute to improving the service area in which you work. Attendance at these meetings is mandatory! If you miss a meeting you must discuss your absence with your supervisor. Missing an area meeting constitutes a missed shift and will be documented in your file. Urgent situations may call for emergency meetings. You will be compensated when you attend meetings. All meeting times should be reflected in your area schedule.
Trainings
The purpose of these training sessions is to give student employees an opportunity to acquire various skills and to build relationships with student staff that work in other areas of The Student Center. Training sessions vary including subjects, such as customer service, résumé building, or team building. Attendance is required at All Employee Training Days and Area Training days. You will be compensated when you attend training sessions. Look for notices in special promotional materials.

Eating or Drinking While On Duty
Student employees are asked to confine food to the cafeteria. If a student employee has back to back classes before arriving for work, a light refreshment will be permitted. However, those working long shifts will be given specific time to eat their meal, by making these arrangements with your supervisor. No one should be clocked in for meals. Student employees are advised not to have a beverage or food near electronic equipment. Should a student employee spill one's food or drink and damage the electronic equipment that person may be held liable for the damage.

Studying While On Duty
Please study at home or at the library not while you are here to provide a service.

Personal Calls and Visitors While On Duty
To provide quality and efficient service, Student Center phones are to be used for business only. Under NO circumstances should you have any non-employee behind the counter of your work area. Visitors and cell phone use should be kept to a significant minimum. If an emergency arises, please see your direct supervisor so that you can be accommodated.

Name Tags
You are supplied with a personal name tag for your area. You MUST wear it whenever you are on duty. It is suggested that you keep it in your service area. If you need a new one, please see your direct supervisor or the Assistant Director for Student Center Services.

Phone Etiquette
All telephone calls should be answered: “CCSU Student Center. This is ___. How may I help you?”
* Please note that this introductory statement should be modified based on the area you are currently working in.

Providing Quality Service
Providing quality service to the patrons of the department is our TOP priority. Your position is extremely important in maintaining our ongoing commitment to quality service.

Here are some ways in which you can contribute to quality service:
• Welcome everyone with a smile.
• Be knowledgeable about your job, your service area, the department, and its facilities. Never say “I don't know.” Try and find out.
• Treat each customer with respect and consideration.
• Be a problem solver for the customer.
• Take pride in what you do.
• Offer ideas, solutions, and suggestions for improving customer service.

Other Opportunities
• You may also get involved in special projects outside of your service area. If you are interested in a special project, talk with your supervisor to get more information.
• There are often volunteer experiences available through the Student Union Board of Governors (SUBOG), Central Activities Network (CAN) and Orientation. Contact the chairperson of SUBOG, the president of CAN or the Department of Student Activities/Leadership Development for more specific information about each area.
• We often plan activities for the entire Student Center staff to enjoy. Look for notices in special promotional materials.
• Operation Managers and Center Managers are enrolled in our S.T.A.R. Leadership and Management Program. To assist you, major leadership opportunities should be approved by your supervisor.

* All links in handbook subject to change
Leaving Employment
Should you decide to leave your position, we expect that you will provide your supervisor with a minimum of seven days WRITTEN notice so that plans can be made for handling the work and obtaining a replacement.

Exit Interview
Prior to departure we ask that you assist us by participating in an exit interview with your supervisor or the Assistant Director of Student Center Services. This will help us to better serve employees in the future.

Student Center Uniform Policy
The appropriate dress attire is required at all times as student employees represent the University and the Student Center to all of its patrons and visitors. Therefore, all Student Center employees should follow their area specifications, but should abide by the overall policy stated below as well. Area supervisors may ask student employees to return home to change into appropriate attire that abides by the Student Center’s uniform policy before returning to work if necessary. Student Center employees are to abide by the following standards:
- Clean and unwrinkled clothing
- Garments must be free of tears and holes
- Appropriate footwear as defined by your work area must be worn at all times
- No leggings or sweatpants
- Shorts cannot be more than three inches above the knee (not for business casual or high profile events)
- Personal hygiene is a must
- No hats
- Nametags MUST be worn at all time

Failure to abide by the Student Center Uniform Policy will result in a conversation with your direct supervisor and a Student Personnel Notice.

Individual Area Uniform Policy

Breakers Game Room Staff/Accountability Person
All staff should wear their Student Center staff polo while on shift and adhere to the overall uniform policy.

Center Managers
Normal Work Days
- Student Center staff polo/button down shirt
- Khaki or dress pants/skirt that follow the overall Uniform Policy
- Jeans are permitted but must be clean, un-wrinkled, and must not have any holes or tears
- Student Center nametag attached at the top of their lanyard or on their collar so their name is clearly visible
- Closed-toed shoes are required – no flip flops or sandals

Business Casual or High Profile Days
- Student Center button down shirt
- Khaki or dress pants/skirt that follow the overall Uniform Policy - jeans are not permitted on high profile days
- Student Center nametag attached at the top of their lanyard or on their collar so their name is clearly visible
- Closed-toed shoes are required – no flip flops or sandals

Event Crew
- Student Center staff polo/button down shirt
- Khaki or dress pants/skirt that follow the overall Uniform Policy
- Closed-toed shoes are required – no flip flops or sandals

Graphic Designer
- Student Center staff polo
- Shorts/pants/skirt that follow the overall Uniform Policy

(Continued on Next Page)
Employment Policies and Practices

Information Desk & Reception Desk

Normal Work Days
- Student Center staff polo/long sleeved polo shirt
- Jeans or any other pants that follow the overall Uniform Policy

Business Casual or High Profile Days
- Student Center staff polo/long sleeved polo shirt
- Khaki or dress pants/skirt that follow the overall Uniform Policy

Setup Crew

Normal Work Days
- Student Center staff polo/t-shirt
- Jeans are acceptable
- Closed-toed shoes are required – no flip flops or sandals
- Gloves, eyewear and lifting belts are provided if needed

Business Casual or High Profile Days
- Student Center staff polo/t-shirt
- Khaki pants that follow the overall uniform policy
- Closed-toed shoes are required – no flip flops or sandals
- Gloves, eyewear and lifting belts are provided if needed

Tech Services

Normal Shifts (without an * as identified on the tech schedule):
- Student Center staff polo/button down shirt
- Jeans or any other pants that follow the overall Uniform Policy
- Closed-toed shoes are required – no flip flops or sandals

Business Casual or High Profile Events (with one or two * as identified on the tech schedule):
- Student Center staff polo/button down shirt
- Black, khaki or dress pants/skirt that follow the overall Uniform Policy
- Closed-toed shoes are required – no flip flops or sandals

**Break attire is subject to change**

* All links in handbook subject to change

http://stdctr.ccsu.edu -17
Conditions of Employment

Grade Point Average Policy
The Student Center realizes the importance of academic achievement and urges students to strive for academic excellence in their studies. According to University policy, all students are expected to maintain a cumulative GPA of 2.00 or higher to be in Good Standing. At the end of their first semester with less than a GPA of 2.00, all students (first-year/first-time, continuing, or transfer) will receive a probation letter informing them of the dismissal/probation policy and of an academic intervention. At the end of the next semester, all students still having less than a 2.00 will receive notice of academic dismissal. Those students may petition for academic probation due to extenuating circumstances... Students concerned about their academic progress should consult their academic advisor. Consequently, a minimum cumulative GPA of 2.00 is required for both application and continued employment in the department. If you are a first-year or transfer student, your GPA will be based on your first full semester at CCSU.

If after you are hired, your semester GPA falls below a 2.00, the following will happen:
1. To support you with your academics, you will receive a letter from your direct supervisor outlining resources that are available to you, so that you can seek out help as need be.
2. If you progressively increase your semester GPA, you may remain in employment for up to two semesters if you are in good academic standing and your overall GPA does not fall below 2.00. Employment for your third semester will be reviewed by your direct supervisor.
3. If your cumulative GPA falls below a 2.00, you will be ineligible to work per the University’s Good Standing Policy. Your direct supervisor will contact you to advise you of this.

* For more information about the University’s Good Standing Policy, visit the Office of Registrar’s website at http://www.ccsu.edu/registrar/policies.html

Performance Evaluations
Evaluations are used to encourage employees to improve their skills and to commend them for the areas in which they have excelled. Approaching the middle of every semester, your area manager, graduate intern, and direct supervisor will hold a private meeting with you where your performance will be discussed in conjunction with the following guidelines:

- Service Skills
- Team Skills
- Autonomy Skills
- Responsibility Skills

Ongoing Employment
Once selected as an employee of the department, you will be given the opportunity to return to your current position or request to transfer to another area provided you have met the following requirements:
- Are a matriculated student at CCSU
- Completion of training
- Maintenance of satisfactory or better performance evaluations or show continuous improvement
- Submission of a written re-application letter to your supervisor (you will be provided a Letter of Intent each semester)

Exam Week
Employment continues through final examinations. Scheduling will be modified based on personal exam schedules. However, all employees must work. All services will be operational during exam week. Scheduling will be determined by the direct supervisor prior to exam week.

Inclement Weather
In the event of inclement weather, employee attendance is required unless otherwise notified. Information regarding scheduled events for the day in question and regular services will be posted on the Center Manager (CM) voicemail (860) 832-1969. Prior to arriving to work, employees should check the CM voicemail regarding the day in question.
The Student Union Board of Governors (SUBOG) is a student, faculty, staff, and alumni organization that advises the Departments of The Student Center and Student Activities/Leadership Development in carrying out their missions on campus. The SUBOG office is located in Room 203 and the office phone number is (860) 832-3678. For more information visit SUBOG's website: [https://ccsu.collegiatelink.net/organization/studentunionboardofgovernors](https://ccsu.collegiatelink.net/organization/studentunionboardofgovernors)

### Graduate Internship Program

The Departments of Student Activities/Leadership Development and The Student Center co-administer a two-year Graduate Internship Program for training professionals in the student activities/college union field. While completing their graduate requirements, interns spend one of the two years in the program as staff of each department serving in an advisory role to student clubs and organizations, the Central Activities Network, Student Government Association, Greek Life, the Mosaic Committee, and supervising student employees.

### Central Activities Network

As one entity of the Student Union Board of Governors, CAN is the University’s program board that plans, promotes, and produces many programs and activities for the campus community. The CAN Office is located in Room 203 in the Student Center, and they meet weekly, Wednesdays at 7:30 p.m.

If interested in joining CAN, call (860) 832-3678 or visit their web page: [https://thelink.ccsu.edu/organization/cancentralactivitiesnetwork](https://thelink.ccsu.edu/organization/cancentralactivitiesnetwork)

### Student Groups

The Student Center is home to more than just SUBOG related organizations. Housed in the Student Center you will find a number of different organizations all designed to serve the CCSU community. The following groups are open to all students. Student Center employees should be accustomed to working with these groups. For more information, visit: [https://thelink.ccsu.edu](https://thelink.ccsu.edu)

* **Area Code is (860) unless otherwise specified.**
  * Black Student Union (BSU) and United Caribbean Club (UCC) .................................................................Room 210
  * Central’s Organization for Latin American Dance Awareness (COLADA) and Mosaic Lounge ...........................Room 205
  * Latin American Student Organization (LASO) ........................................................................................................Room 205
  * Student Publication Office: Helix .....................................................................................................................Room 107
  * Student Publication Office: The Recorder ........................................................................................................Room 107 - 832-3744
  * PRIDE (LGBT Organization) ...........................................................................................................................Room 209
  * Student Government Association (SGA) .............................................................................................................Room 211 - 832-3743
  * A Cappella Society ............................................................................................................................................Room 108 - 832-3744
  * WFCS 107.7 FM The Edge ................................................................................................................................Room 108 - 832-1883

* All links in handbook subject to change
CCSU LGBT Center

The CCSU established the LGBT Center in 2009 to increase campus awareness, understanding, and acceptance of its sexual and gender minority population. The LGBT Center encourages critical thinking about sexual and gender differences at CCSU and beyond through programming, networking, a literary and periodical library, and referral services. The Center also helps facilitate and coordinate training for the campus community regarding lesbian, gay, bisexual, transgender, and ally inclusion, as well as resources and services unique to CCSU. Beyond training, the LGBT Center is an approachable and consistently staffed safe space that promotes affirmation of the minority population and a more welcoming campus climate. CCSU students, faculty, alumni, and staff compose an Advisory Board for the LGBT Center. The Advisory Board welcomes any questions and/or input and may be contacted at the LGBT Center, located in Room 304 on the third floor of the Student Center. The main phone number is (860) 832-2090 or visit the website: http://web.ccsu.edu/LGBTcenter/

We're also on facebook! CCSU LGBT Center. http://www.facebook.com/groups/348882803161

Student Activities/Leadership Development

The Department of Student Activities & Leadership Development (SA/LD) provides meaningful involvement opportunities which foster students’ personal growth and strength of character through training, mentorship, and engagement in co-curricular activities. Students will develop civic responsibility, community involvement, and respect for diversity in preparation to be thoughtful, responsible, and successful citizens. SA/LD fulfills this mission through providing: Student organization advising & training; Guidance for the coordination, organization and supervision of student-sponsored events; Facilitation of leadership development workshops; Vast student leadership roles and opportunities; Many student oriented, major campus events; Recreation and wellness activities; Support and celebration of our diverse student body, and much more!

SA/LD collaborates with various constituents across campus to create a vibrant student experience. Opportunities for students to plan, develop, and attend events which offer new and exciting experiences are available through a variety of programs including educational workshops, leadership seminars, and social activities. Faculty, staff, and graduate interns are available in SA/LD for consultation to help achieve student engagement goals here at CCSU. SA/LD is located on the second floor of the Student Center, Room 201. The main phone number is (860) 832-1990 or visit the link: https://thelink.ccsu.edu using your blue net username and password.

RECentral is part of the Department of Student Activities & Leadership Development. The mission of RECentral is to provide the students, faculty, and staff of Central Connecticut State University with opportunities for recreation that encourage personal development, contribute to participant fitness, and improve overall campus life through safe, quality, educational and enjoyable programs, facilities, and services. RECentral is located in Kaiser Hall Room 044. The main phone number is (860) 832-3732 or visit the website: http://www.ccsu.edu/recentral

RECentral is also on Facebook! http://www.facebook.com/recentral.ccsu

SA/LD is on Facebook! http://www.facebook.com/CCSUSALD
Banking
There are two automated teller machines (ATM). There is one outside the Student Center near the bookstore. The 2nd ATM is in the Student Center Room 106 (located next to the Card Office inside the Bookstore). Service is provided through Achieve Financial Credit Union.

Study Areas
Favorite study areas include the Elihu Burritt Library, a small windowed lounge on the 2nd floor of Marcus White Hall, 1st floor of the Social Sciences Hall and the lounge space located in the Student Center.

Copy & Vending Machines
Copy and vending machines can be found in the 1st and 3rd floor of the Elihu Burritt Library; Marcus White Computer Lab; and in the Student Center

Fax Machines
A fax machine for general use can be found at the Information Desk in the Student Center. Fax line is (860) 832-1971. Fees are minimal for both sending and receiving.

Computer Technology
Both PCs and Apple computers are available for use by all in the Microcomputer Lab in Marcus White, which has scanners, laserjet printers, and computers. A Bluenet ID Account is required for entry. Web and e-mail workstations are also available in the Student Center for CCSU students and visitors.

Lost and Found
Check for lost items at the Information Desk located in the Student Center’s main lobby; the Elihu Burritt Library Circulation Desk on the 1st floor; Sodexo Management Office located on Memorial Hall’s south side; the Vice President of Student Affairs Office in Davidson Hall Room 103 or the University Police Department located at 1500 East Street, New Britain. Lost IDs are returned to the Card Office located in the Student Center.

Student ID Cards
You are required to carry your Blue Chip Card ID at all times and must show it when requested by University staff members in performance of their duties. Complete information about ID cards can be found in the CCSU Student Handbook, by clicking the Student Handbook button on the main page of the Student Affairs’ website: [http://web.ccsu.edu/studentaffairs/](http://web.ccsu.edu/studentaffairs/)

Central Pipeline Locations
Located at Barnard-2nd floor; the Davidson hallway and next to Founders Hall; Vance Academic Center Basement, 1st and 2nd floor next to the elevator, 4th floor; Copernicus, between Room 226 and Room 221; Kaiser main entrance; Elihu Burritt Library 2nd Floor entrance; Student Center next to the Bookstore; Memorial Hall outside Study Lounge and 2nd floor behind the cashier; and Maria Sanford 1st floor.

Card Value Centers
The card value centers are located in Elihu Burritt Library first floor, Marcus White Computer Lab, Gallaudet Hall lobby, Barrows Hall 1st Floor Computer Room, Student Center - Devil’s Den, Student Center - outside the Bookstore, and Mid Campus Hall 1st Floor Recreational Room.

* All links in handbook subject to change

http://stdctr.ccsu.edu
Spring Semester 2018

January 15  Martin Luther King Holiday
January 16  Academic Semester begins (classes begin January 17)
           Last day for Full-Time students to drop completely from the University with 100% refund
January 17  Classes Begin
January 17 - 23  Add/Drop period
January 23  Last day to change from Part-Time to Full-Time status
           Last day for Full-Time students to drop completely from the University with 90% refund
           Last day for Part-Time students to drop full semester course with 100% refund;
           Last day to drop First Eight-Week course without a “W”
January 24 - February 6  Full-Time students may drop courses but cannot drop below full time status
January 30  Last day for Full-Time students to withdraw completely from the University with 60% refund
           Last day to declare Pass/Fail and Audit options for First Eight-Week courses
           Last day for Part-Time students to drop full semester course with 60% refund
February 6  Last day to declare Pass/Fail and Audit options for full semester courses
           Last day to drop full semester course without “W”
           Last day to change from full-time to part-time status
February 7 - April 17  Withdrawal from full semester courses without approval; “W” will be entered
February 13  Last day for full-time students to withdraw from the University with 40% refund;
           Last day for part-time students to withdraw from full semester course with 40% refund;
           Midterm for first eight-week courses
February 15  Last day for graduate students to apply for comprehensive exams for May or August 2018 graduation eligibility
February 16 - 19  Presidents’ Holiday Break - No day or evening classes
February 27  Last day to withdraw from first eight-week course without approval
March 1  Last day for students to enroll in Session Courses Abroad and apply for Course Abroad scholarships
March 12 - 18  Spring Break - No Day or Evening Classes
March 15  Final day for graduate students to apply for August 2018 graduation (Graduate Studies)
March 20  Midterm (full semester courses); First eight-week courses end
March 21  Second eight-week courses begin
March 27  Last day to drop second eight-week course without “W”
March 30 - April 1  Good Friday Holiday (Day of Reflection)
April 1  Deadline for faculty to submit proposals for 2018 Courses Abroad (Winter, Spring, Summer sessions ) to the CIE
          Last day for students to apply to study abroad at CCSU Partner Programs for Fall Semester or Full Year
          Last day for students to enroll in Second Summer Session Courses Abroad and apply for Course Abroad scholarships
April 3  Last day to declare Pass/Fail or Audit options for second eight-week courses
April 9  Final submission of theses & dissertations to Graduate Studies for inclusion in May 2018 commencement booklet
April 17  Last day for full-time students to withdraw from the University;
          Last day to withdraw from full semester course without approval;
          Midterm for second eight-week courses
May 1  Suggested deadline for undergraduates to apply for May 2019 graduation (Registrar’s Office)
          Last day to withdraw from second eight-week course without approval
May 5  Last day of classes
May 7 - 13  Final Exams
May 19  Undergraduate and Graduate Comencement
May 28  Memorial Day - No Day or Evening Classes
May 31  Semester ends

Visit http://ccsu.edu/calendars/universityCalendar.asp for the most current version.
Alumni Hall 832-2752
Bellin Gallery 4-4654
Bookstore 832-2665
Breakers Game Room 832-1988
Campus Ministry 832-1935
Campus Police (General Business) 832-2375
Card Office 832-2140
CCSU Operator 0
Center Manager Station 832-1969
Central Reservations Office 832-1964
CENtix Box Office 832-1989
Fax SA/LD 832-0441
Fax Student Center 832-1967
Fax Information Desk 832-1971
Information Desk 832-1970
Mail Room 832-2528
Operations Manager Office 832-1968
Philbrick 832-2786
Ruthe Boyea Women's Center Mainline 832-1655
SC and SA/LD Graphic Design Office 832-1959
Sodexo Food Service 832-3797
Student Activities Mainline 832-1990
Student Center Mainline 832-1960
Snow Phone 832-3333
Emergency 911
Graduate Intern cell 982-8668
Nick Streifel (203) 500-1602
Laura Whitmore 929-9745
Tiffany Moffo Simpson cell 770-3012
Kathy Poirier cell 982-8794
Wayne “Otis” Mamed cell 982-4404

**Popular Deliveries**

Elmers Great Oaks Pizza Restaurant 225-7881
Peppinos 229-1156
Hong Kong (Chinese) 225-8799
Dominos 225-6644
Tony’s Central Pizza 225-5625
Wing It On! (*Delivery through Uber Eats*) 357-3629

*Area code is (860) unless otherwise specified.*
Websites
Student Center
http://stdctr.ccsu.edu/
Student Activities/Leadership Development
http://www.ccsu.edu/sald
RECentral
http://www.ccsu.edu/recentral
LGBT Center
http://web.ccsu.edu/LGBTcenter/

Connect on Facebook
CCSU Student Center
http://www.facebook.com/CCSU.Student.Center
CCSU Student Center and Activities Lifers (Alumni)
https://www.facebook.com/groups/51036553678/
Breakers Gameroom
http://www.facebook.com/pages/Breakers-Gameroom/140877152659255
C.A.N. Central Activities Network
http://www.facebook.com/CentralActivitiesNetwork
CCSU LGBT Center
http://www.facebook.com/groups/348882803161
RECentral

Follow on Twitter
Event Information
http://www.twitter.com/CCSUToday
Breakers Tweets
http://www.twitter.com/CCSUBreakers
School Closing Tweets
http://www.twitter.com/CCSUSnowTweet
Central Activities Network (CAN)
http://www.twitter.com/CANccsu
Student Center Director Otis Mamed
http://www.twitter.com/omamed