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* All links in handbook are subject to change

stdctr.ccsu.edu 3
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 college union advances a sense of community, unifying the institution by embracing the diversity of students, faculty, staff, alumni, and guests. We bolster the educational mission of the institution and the development of students as lifelong learners by delivering an array of cultural, educational, social, and recreational programs, services, and facilities.

By any form or name, we serve as the heart of the campus community and create a welcoming environment by:

- Operating as a student-centered organization that engages in shared decision making and holistic development through employment and involvement.
- Advocating for inclusivity and equity, fostering respect, and affirming the identities of all individuals.
- Educating students in leadership and social responsibility and offering firsthand experiences in global citizenship.
- Providing gathering spaces to encourage formal and informal community interactions that build meaningful relationships.

Traditionally considered the living room, the college union enhances the student experience and cultivates an enduring connection to the institution." -ACUI, 2018

As posted here: acui.org/rolestatement

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
- E-mail Station
- LGBT Center
- TV Lounges
- Meeting Rooms
- Student Organization Offices
- Breakers Game Room
- Semesters, Alumni Hall, Bellin Gallery
- Information Desk and CENtix Box Office
- Ruthe Boyea Women’s Center
- CCSU Bookstore
- Devil’s Den Food Court
- Department of Student Activities/Leadership Development

* All links in handbook are subject to change
Management Support Team

**Katherine Poirier  *Interim Director***
Oversees all primary functions of the Student Center; manages EMS, department funding and the Student Union Board Of Governors (SUBOG).

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

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

**Laura Whittemore  *Assistant Director for Student Center Operations***
Responsible for supervision of the day to day operations of Central Reservations Office, Campus Assistants and Center Managers.

**Nick Streifel  *Technical Support Assistant***
Responsible for supervising Tech Services, Memorial Hall Attendants, digital signage and coordinating custodial and maintenance support services.

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

**To Be Refilled  *Administrative Assistant***
Directly handles office management and staff payroll.

**Ruby Blackmon  *Event Coordinator***
Lead meeting and event planner for Central Reservations Office.

**To Be Refilled  *Event Coordinator***
Lead meeting and event planner for Central Reservations Office.

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

**Matt Landrigan, Lisa Leggett, Michael Theriault  *Graduate Interns***
Our paraprofessional staff act as liaisons to all operations and department functions as part of their masters degree program.

**University Assistant(s)**
Provides clerical support services and assistance to the office of the Director.

**Cooperative Education Students  *Event Assistants***
Provides general clerical support services and assistance in CRO.
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 Payroll in Davidson Hall, Room 211.

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.
S.T.A.R Leadership and Management 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
- 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. Additionally, our managers are enrolled in our leadership and management program. They will have the opportunity to:
  - Supervise peers
  - Evaluate peers
  - Give feedback
  - Train

Other support includes
- Assistance with job searches following graduation
- Time management
- Team building exercises
- Résumé review
- Mock interviews, etc.

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.
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 www.ccsu.edu/registrar/policies.html

**Individual situations are considered on a case by case basis.

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**

Managers are evaluated on their leadership and management 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
- Maintenance of a 2.00 cumulative GPA on a 4.00 scale
- 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.
Terms and 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.

In addition, student employees can request a copy of their current job description from their direct supervisor if necessary.

Event Support

As a department, one of our many roles is to provide support for events. As a student employee, you may be asked if you are available to support an event in the role of coat check, ticket taker, usher etc. All student employees are required to work at least two Event Support shifts per semester based upon the frequency of events requiring such staffing. By working Event Support, student employees are given the opportunity to gain experience outside of their primary work area. Students who work Event Support enforce University policies and procedures.

*It is at the discretion of the supervisor to make any adjustments as deemed necessary. Please note that assisting with Event Support needs will be reflected in your semester evaluation. However, student employees will not be penalized if the opportunity for an Event Support shift does not present itself during times when programming is infrequent.

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

Students who work Event Support enforce University policies and procedures.
Work Schedules
Employees will assist in coordinating area schedules. Once schedules are confirmed, you will be held accountable for covering your shift. Student Managers may approve changes to a work schedule during the two weeks prior to a shift. If a change is requested within 48 hours of a shift, graduate intern and/or administrative faculty member must approve the change.

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 through Thursday. If you are in danger of going over hours, please see your supervisor immediately.

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 non-renewal 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.

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 Advisor: _________________________________   Phone Number: _______________________________

Graduate Intern On Duty Phone Number: (860) 982-8668
Terms and Conditions of Employment

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.

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.

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.

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.
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

Individual Area Uniform Policy

Information Desk & Reception Desk

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

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

Graphc Designer
- Student Center staff polo
- Shorts/pants/skirt that follow 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, wrinkle-free, and 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

Tech Services

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

Business Casual or High Profile Days
- 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 **

Breakers Game Room Staff, Memorial Hall Attendant & Accountability Person

All staff should wear their Student Center staff polo while on shift and adhere to the overall uniform policy.
Employment Policies and Practices

Campus Assistant
Event Support and 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 or dress 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

Event Crew

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

Business Casual or High Profile Days
- 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 **
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.
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.

Academic Year 2019-2020

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Personal Information:
Core ID: _____________________________________________
Starting Date: ________________________________________
Notes: ________________________________________________
Pay Check Distribution

*During the Semester*
- Please see a full-time staff member for access to your paycheck
- Checks can be picked up after 3:30 p.m. on Thursday according to the pay schedule
- Checks must be picked up by the person whose name is on the check
- Employees must sign for their check

*During 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 from a full-time staff member.
- Those checks not picked up on Thursday will be put in the mail on the following Tuesday

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

Student Center Areas
- Accountability Office
- Breakers Game Room
- Center Manager
- Central Reservations Office
- Graphic Design
- Memorial Hall Attendant
- Information Desk/CENtix Box Office
- Reception Desk
- Campus Tech
- Tech Services
- Campus Assistant
  - Event Support
  - Set Up Crew

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:
- Are a matriculated student at CCSU
- Are on a current area schedule
- Are acting as a substitute within their cluster
- 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)*
NOTE: YOU ARE RESPONSIBLE FOR ENTERING AND SUBMITTING ALL WORK HOURS INTO YOUR ACCOUNT ON YOUR TIMESHEET ON CORE-CT!

Timesheet Submission:

- To access CORE-CT, visit the website: corect.ct.gov
- 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.
Paid Sick Leave for Student Employees and University Assistants

The University provides paid sick leave for hourly Student Workers and University Assistants (UAs) under Public Act 11-52: bit.ly/2RW5mNw

Under the law Student Workers/UAs will accrue 1 hour of paid sick time for every 40 hours worked and can utilize a maximum of 40 hours per calendar year. Student Workers/UAs may use paid sick leave upon the completion of their 680th work hour with the University. If a Student Worker is being funded under the Federal Work Study Program the cost of the sick time will be charged to the applicable Departmental Budget rather than the Work Study Program.

Student Workers and UAs are eligible to take the following sick leave with supervisor approval:

- SICK - To treat the Student Worker's/UA's own illness, injury or health condition (including preventative care).
- SP - Medical/Dental appointments.
- SFAM - To treat the Student Worker's/UA's child or spouse's illness, injury or health condition.
- Sick leave may only be used in (1) hour increments.
- Absences of three or more consecutive work days will require a Medical Certificate, which must be submitted to the Payroll Department attention D'Lon Wilcox. The Student Worker and University Assistant Medical Certificate are located at the website noted above. If the Medical Certificate is not submitted within three business days upon conclusion of the pay period, the sick days will be deleted from the timesheet and not paid.
  
  Medical Certificate: bit.ly/2NvlPse

The total amount of available accrued sick leave is listed in the balances section on the bottom of your timesheet.

Frequently Asked Questions regarding the accrual and usage of sick time for Student Workers/UAs: bit.ly/2RRnTdE

A request for further information or questions may be directed to D'Lon Wilcox in person, located in the Payroll office: Davidson Room 211, or by telephone: 860-832-2503.

For more information, visit: www.ccsu.edu/fiscalaffairs/payroll_sicktime.html
General Policies

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.

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

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.

Lockers and Mailboxes
Lockers in the Student Center 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 in the Student Center are $5.00/semester and $15.00/year including spring, summer, and fall semesters.

Posters, Banners and 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.

Sodexo
Sodexo is CCSU’s food service provider and provides catering, concessions, and cash food sales on campus. The office is located in Memorial Hall on the South Side on the first floor.

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, fundraising and publicity must be sponsored by a campus organization.

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

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: docs.ccsu.edu/Student_Handbook.pdf

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.

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 emergency SOPs in your area for more specific details on how to report your injury.

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: docs.ccsu.edu/Student_Handbook.pdf
Banking
There are 3 automated teller machines (ATM): by the Admission's office in Davidson; outside the Main Enterance of the Student Center; and the parking lot of Willard-DiLoreto. There is also a personal teller machine (PTM) located in the Achieve Financial Office of the Student Center next to the Bookstore. The PTM has a Member Service Representative (MSR) on video that will help you with your needs just as any other teller would. Service is provided through Achieve Financial Credit Union.

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

Central Pipeline Locations
The only active kiosk is located in the Main Hallway of Davidson Hall.

Computer Technology
Both PCs and Apple computers are available for use by all in the Microcomputer Lab in Marcus White, which has scanners, laser-jet 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.

Copy and 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 near the Info Desk and the 2nd floor lounge.

Fax Machine
A fax machine for general use can be found at the Information Desk and the second floor lounge of the Student Center. Fax line is (860) 832-1971. Includes international, too!

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 on the first floor of Willard-DiLoreto, room D125. Submit a claim for a lost item by visiting the Student Center's Website and clicking on the Lost and Found button.

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 various lounge spaces located in the Student Center and Willard-DiLoreto Hall.

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 link: docs.ccsu.edu/Student_Handbook.pdf
**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: [thelink.ccsu.edu](http://thelink.ccsu.edu) using your bluenet credentials.

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: [ccsu.edu/recentral](http://ccsu.edu/recentral)

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**SA/LD is on Facebook!**
[facebook.com/CCSUSALD](http://facebook.com/CCSUSALD)

**RECentral is also on Facebook!**
[facebook.com/recentral.ccsu](http://facebook.com/recentral.ccsu)

**Student Union Board of Governors**

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: [ccsu.collegiatelink.net/organization/studentunionboardofgovernors](http://ccsu.collegiatelink.net/organization/studentunionboardofgovernors)

**Fall 2019 Manager Representatives:**
- Nadia Santone
- Jose Corchado
- Brandon Higley-Blair

**Fall 2019 Commuter Representatives:**
- Alexis Crespo

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**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: [thelink.ccsu.edu/organization/cancentralactivitiesnetwork](http://thelink.ccsu.edu/organization/cancentralactivitiesnetwork)
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: ccsu.edu/LGBTcenter
We're also on facebook! CCSU LGBT Center: fb.com/groups/348882803161

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, and supervising student employees.

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 customed to working with these groups.
For more information, visit: thelink.ccsu.edu

Black Student Union (BSU) and United Caribbean Club (UCC) ................................................................. Room 210
Central's Organization for Latin American Dance Awareness (COLADA) ......................................................... Room 205
and Mosaic Lounge
Latin American Student Organization (LASO) ........................................................................................................ Room 205
Student Publication Office: Helix ...................................................................................................................... Room 107
Student Publication Office: The Recorder ......................................................................................................... Room 107
editor@centralrecorder.com
PRIDE (LGBT Organization) .......................................................................................................................... Room 209
Student Government Association (SGA) .......................................................................................................... Room 211
ext. 2-3743
A Cappella Society ........................................................................................................................................ Room 108-0300
ext. 2-1883
WFCS 107.7 FM The Edge ................................................................................................................................. Room 108

* All links in handbook are subject to change
STDCTR.CCSU.EDU 23
Unofficial Academic Calendar
Spring 2020

Spring Semester 2020

January 20: Martin Luther King Holiday
January 20: Last day for full-time students to withdraw with 100% refund
January 21: Classes begin
January 21 - 27: Add/Drop Period
January 27: Last day to change from part-time to full-time status; Last day for full-time students to withdraw 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 "W"
Jan. 28 – February 10: Full-time students may drop courses but cannot drop below full-time status
February 3: Last day for full-time students to withdraw from the university with 60% refund; Last day for part-time students to drop full semester course with 60% refund; Last day to declare Pass/Fail or Audit options for first eight-week courses
February 10: Last day to change from full-time to part-time status; Last day to declare Pass/Fail and Audit options for full semester courses; Last day to drop full semester course without "W"
February 11 – April 20: Withdrawal from full semester courses without approval; “W” grade will be entered

February 14-17: Presidents’ Holiday Break - No Day or Evening Classes
February 14: Last day for graduate students to apply for comprehensive exams for May or August 2020 graduation eligibility (Graduate Studies)
February 14: Final day for graduate students to apply for May or August 2020 graduation (Graduate Studies)
February 18: 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
March 1: Last day for students to enroll in First Summer Session Courses Abroad and apply for Course Abroad scholarships
March 2: Last day to withdraw from first eight-week course without approval

March 16-22: Spring Break – No Day or Evening Classes
March 23: Midterm (full semester courses); First eight-week courses end
March 24: Second eight-week courses begin
March 26: Deadline for faculty to submit proposals for 2021 Courses Abroad (Winter, Spring, Summer sessions) to the CIE
March 30: Last day to drop second eight-week course without “W”
April 1: Last day for students to enroll in Second Summer Session Courses Abroad and apply for Course Abroad scholarships; Last day for students to apply to study abroad at CCSU Partner Programs for fall semester, full year or spring 2021
April 6: Last day to declare Pass/Fail or Audit options for second eight-week courses
April 10: Final submission of theses and dissertations to Graduate Studies for inclusion in May 2020 commencement booklet

April 10-12: Good Friday Holiday (Day of Reflection)
April 20: 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 2021 graduation (Registrar’s Office)
May 4: Last day to withdraw from second eight-week course without approval
May 7: Reading Day
May 10: Last day of classes

May 11-17: Final Exams
May 17: University Spring Commencement
May 25: Memorial Day – No Day or Evening Classes
May 31: Semester Ends

Summer Session 2020

May 26: First five-week session begins; Eight-week session begins
June 28: First five-week session ends
June 29: Second five-week session begins

July 3: Independence Day Holiday Observed – No Classes
July 20: Eight-week session ends
August 2: Second five-week session ends
August 3: Three-week post session begins
August 23: Three-week post session ends

Please note: This calendar was correct at the time of publication. Dates are subject to change. For additional details and the most accurate current calendar, please consult www.ccsu.edu/calendar Rev. 4/18/2019
Other Phone Numbers

*Area Code is (860)
Unless Otherwise Specified

Alumni Hall ................................................................. 2-2752
Bellin Gallery ................................................................. 4-4654
Bookstore ................................................................. 2-2665
Breakers Game Room .............................................. 2-1988
Campus Police (General Business) ............................... 2-2375
CCSU Operator .......................................................... 0
Center Manager Station ............................................... 2-1969
Central Reservations Office ......................................... 2-1964
CENtix Box Office ...................................................... 2-1989
Emergency ................................................................. 911
Fax SA/LD .................................................................. 2-0441
Fax Student Center ...................................................... 2-1967
Fax Information Desk .................................................. 2-1971
Graduate Intern ........................................................... 982-8668
Information Desk .......................................................... 2-1970
Mail Room ................................................................. 2-2528
Operations Manager Office ........................................... 2-1968
Philbrick ................................................................. 2-2786
Ruthe Boyea Women's Center Mainline ..................... 2-1655
SC and SA/LD Graphic Design Office ....................... 2-1959
Sodexo Food Service .................................................... 2-3797
Student Activities Mainline ........................................ 2-1990
Student Center Mainline ............................................ 2-1960
Snow Phone ................................................................. 2-3333

Religious Communities
Roman Catholic ....................................................... 225-6449
Protestant ................................................................. BestF@ccsu.edu
Jewish ................................................................. 2-2055
Islamic ................................................................. AlmaSoudn@ccsu.edu

Popular Deliveries
Elmer's Great Oaks Pizza Restaurant ................................. 225-7881
Peppino's .................................................................. 229-1156
Hong Kong Chinese ....................................................... 225-8799
Domino's .................................................................. 225-6644
Tony's Central Pizza ..................................................... 225-5625
Wing It On! Delivery through Uber Eats .................. 357-3629

* All links in handbook are subject to change
Social Media

Websites
- **Student Center**
  stdctr.ccsu.edu
- **Student Activities/Leadership Development**
  ccsu.edu/sald
- **RECentral**
  ccsu.edu/recentral
- **LGBT Center**
  ccsu.edu/lgbt
- **LiveLife**
  ccsu.edu/police/livesafe.html

Instagram
- **Student Center**
  instagram.com/ccsu_studentcenter
- **Student Activities/Leadership Development**
  instagram.com/ccsusald
- **Central Activities Network (CAN)**
  instagram.com/can_ccsu
- **LGBT Center**
  instagram.com/ccsuLGBTcenter
- **RECentral**
  instagram.com/RECentralCCSU
- **Breaker's Game Room**
  instagram.com/breakersgameroomccsu

Facebook
- **CCSU Student Center**
  facebook.com/CCSU.Student.Center
- **C.A.N. Central Activities Network**
  facebook.com/CentralActivitiesNetwork
- **CCSU LGBT Center**
  facebook.com/groups/348882803161
- **RECentral**
  facebook.com/recentral.ccsu
- **Breakers Gameroom**
  facebook.com/Breakers-Gameroom-140877152659255
- **CCSU Student Center and Activities Lifers (Alumni)**
  facebook.com/groups/51036553678

Twitter
- **Event Information**
  twitter.com/CCSUToday
- **Breakers Tweets**
  twitter.com/CCSUBreakers
- **School Closing Tweets**
  twitter.com/CCSU
- **C.A.N. Central Activities Network**
  twitter.com/can_ccsu