During these uncertain times, please follow the safety protocol and respect each other. Social distance. Wear your mask. Wash your hands. Learn. We'll get through this together.
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* All links in handbook are subject to change
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](http://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
Management Support Team

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

Laura Whittemore  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 for Student Center Services
Responsible for supervision of services including Breakers, Information Desk/CENtix Box Office and student personnel.

To Be Refilled  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.

Johnna Wiggins  Administrative Assistant
Directly handles office management, staff payroll, and supervises the Reception Desk.

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.

Stephanie Carnazzo, Mark Kubasak, Victoria Weisenhorn  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.
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 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. 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.
Terms and 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 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: tinyurl.com/y5b7frkr
Terms and Conditions of Employment

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, resume 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 times

**Individual Area Uniform Policy**

**Breakers Game Room & E-sports staff**

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

**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 (cont. in next column)

**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

**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

**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

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

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

**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

**University Operator / Call Center / Information Desk/ CENtix Box Office**

*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
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

**Personal Information:**

Core ID: ________________________________
Starting Date: ___________________________
Notes: ________________________________

**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 2020-2021**

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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**

*Enrolling in Direct Deposit is preferred*

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

**Student Center Areas**

- Accountability Office
- Breakers Game Room
- Center Manager
- Central Reservations Office
- Graphic Design
- Esports Attendant
- Information Desk/CENtix Box Office
- Reception Desk
- 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/2NvIPse

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
Lockers will be for student center employee use only.
- A cup of quarters is sitting by the lockers for personal use. Please clean the quarters with Lysol wipes and wash your hands before returning them to the cup.
- Locker keys will be the responsibility of the student employee assigned to that locker, whom may be held responsible in the event that keys go missing.
- Please keep the doors to Bellin locked to the public so other students cannot enter without approval. Please see the Center Manager for access into the room.
- Please let your direct supervisor know if you need extra accommodations for locker space. We have limited amounts of large lockers, so please reach out soon to guarantee access.
- These practices are subject to change as needed. student employees will be notified of these changes.

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.

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

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.

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.

Sodexo
Sodexo is CCSU’s food service provider and provides catering, concessions, and cash food sales on campus. Their 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.
Banking
There are 3 automated teller machines (ATM): by the Admission’s office in Davidson; outside the Main Entrance of the Student Center; and the parking lot of Willard-DiLoreto.

Fax Machine
A fax machine for general use can be found at the Student Center Information Desk. 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:

https://docs.ccsu.edu/Student_Handbook.pdf

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
Please visit https://www.ccsu.edu/it/itorganization/stc.html for information.

Copy and Vending Machines
Most buildings on campus have at least 2 vending machines, a snack and a beverage. Only a few of the buildings like Welte Hall, the Police Department, Energy Center, Memorial Hall, Hill Top Café don’t. Student Center has at least 10. There are only 2 copy machines on campus now; 1 in the Student Center by the Information Desk and 1 in the Computer Lab in the Marcus White Annex.

We also have 3 scanners on campus. Two are located in the Elihu Burritt library: 1 on the 2nd floor, 1 in Norm Ferriere’s Office; and the third is in Student Disabilities Services in Willard-DiLoreto Hall, Room W201.

*Some locations are subject to changes.
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!

The majority of club offices are closed for the semester due to COVID restrictions. Club leaders are virtually active and would welcome your participation via Microsoft teams. To join Student Organizations or find out information on a groups virtual meeting please navigate to thelink@ccsu.edu and using your blue-net username and password either join via the link or send a message to the club primary contact requesting information on when their virtual meeting is scheduled. The Student Government Association, Central Activities Network and the Media Groups will post activity hours and ways you may connect with them virtually. The Department of Student Activities and Leadership welcomes inquiries from students so we can share the latest information on club activities and how to connect. Below is a QR link you may scan to enter our virtual office or call us at 860 832-1990.

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

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

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

Student Center Manager Representatives:
Zachary Allen
James Angelopoulos
Augustus "Reggie" Pope
**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](http://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
- **Latin American Student Organization (LASO)** .......................................................................................... Room 205
- **Student Publication Office: Helix** ......................................................................................................... Room 207
- **Student Publication Office: The Recorder** ............................................................................................ Room 207 ext. 2-3744
- **PRIDE (LGBT Organization)** .............................................................................................................. Room 207
- **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

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**LGBT Center**

The LGBT Center provides a welcoming, creatively inspiring and safe space for students, faculty and staff who identify as lesbian, gay, bisexual, transgender, nonbinary, queer, intersex or allies. Our goal is to empower our LGBTQ+ campus family by building cultural awareness, community connections and learning opportunities. We offer resources, support services, programming, field trips and referrals as well as trainings and workshops for the entire campus community on a wide range of topics concerning LGBTQ inclusion, culture, history and legal issues. Beyond training, the LGBT Center promotes a more welcoming and inclusive campus climate and curriculum by working with the President’s Commission on Diversity.

The LGBT Center is open Monday through Friday, usually from 9:00 to 5:00, on the third floor of the Student Center, accessible by elevator. You can also make appointments to meet with us virtually by emailing LGBT@ccsu.edu and we will make a plan to meet in our virtual lobby.

Connect with us on Facebook at [fb.com/groups/348882803161](http://fb.com/groups/348882803161) or follow on Instagram @ccsuLGBTcenter

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**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.
Unofficial Academic Calendar
Fall 2020

**Fall Semester 2020**

**August 24** Academic semester begins (classes begin August 26)

**August 25** Last day for full-time students to withdraw with 100% refund

**August 26** Classes begin

**August 26** – Sept. 1 Add/Drop Period

**September 1** 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”

**September 2** - 15 Full-time students may drop courses but cannot drop below full-time status

**September 7** Labor Day Holiday - No Day or Evening Classes

**September 8** 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

**September 15** Last day to change from full-time to part-time status; Last day to declare Pass/Fail or Audit Options for full semester Courses; Last day to drop full semester course without “W”

**Sept. 16** – Nov. 17 Withdrawal from full semester courses without approval; “W” grade will be entered

**September 21** Midterm for first eight-week courses

**September 22** 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

**October 1** Last day for students to enroll in Winter Session Courses Abroad and apply for Course Abroad scholarships, Final day for graduate students to apply for December 2020 graduation (Graduate Studies), Last day for graduate students to apply for comprehensive exams for December 2020 graduation (Graduate Studies)

**October 6** Last day to withdraw from first eight-week course without approval

**October 19** Midterm (full semester courses); First eight-week courses end

**October 20** Second eight-week courses begin

**October 26** Last day to drop second eight-week course without “W”

**November 2** Last day to Declare Pass/Fail or Audit options for second eight week courses

**November 9** Final submission of theses and dissertations to Graduate Studies for inclusion in December 2020 commencement booklet

**November 16** Midterm for second eight-week course

**November 17** Last day for full-time students to withdraw from the University; Last day to withdraw from full semester course without approval

**November 25** No Day or Evening Classes (University is Open)

**November 26** – 29 Thanksgiving Recess – No Day or Evening Classes

**November 30** Last day to withdraw from second eight-week course without approval; All classes moved online

**December 1** Last day for students to enroll in Spring Break Courses Abroad and apply for Course Abroad scholarships, Suggested priority deadline for undergraduates to apply for December 2021 graduation (Registrar's Office)

**December 7** Last Day of Classes

**December 8** Reading Day

**December 9-15** Final Exams

**December 23** Semester Ends; University Winter Commencement, postponed to May 2021

**Winter Session 2020-2021**

**December 28** Winter Session classes begin

**December 31** No Day or Evening Classes

**January 1** New Year’s Day Holiday – No Day or Evening Classes

**January 15** Winter Session classes end

**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. 9/21/20
### Other Phone Numbers

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<td>4-4654</td>
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<tr>
<td>Bookstore</td>
<td>2-2665</td>
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<tr>
<td>Breakers Game Room</td>
<td>2-1988</td>
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<tr>
<td>Campus Police (General Business)</td>
<td>2-2375</td>
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<td>CCSU Operator</td>
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<td>Center Manager Station</td>
<td>2-1969</td>
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<tr>
<td>Central Reservations Office</td>
<td>2-1964</td>
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<tr>
<td>CENtix Box Office</td>
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<tr>
<td>Emergency</td>
<td>911</td>
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<tr>
<td>Fax SA/LD</td>
<td>2-0441</td>
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<tr>
<td>Fax Student Center</td>
<td>2-1967</td>
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<td>Fax Information Desk</td>
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<td>Mail Room</td>
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<td>Philbrick</td>
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<td>SC and SA/LD Graphic Design Office</td>
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<td>Student Center Mainline</td>
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<td>Snow Phone</td>
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</tr>
</tbody>
</table>

*Area Code is (860)*

### Religious Communities

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

*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

Other Links
- CCSU Student Center Discord
  https://discord.gg/RNwYSSG
- CCSU Student Center Site
  https://thelink.ccsu.edu/organization/studentcenter
Notes: