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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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
- 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
- New Student Programs
Management Support Team

Katherine Poirier  Director
Overssees 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 Filled  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, Esports, digital signage and coordinating custodial and maintenance support services.

Deborah Peterson  Fiscal Administrative Assistant
Manages all department fiscal matters and accountability.

Johnna Wiggins  Administrative Assistant
Directly handles office management and staff payroll.

Tracey LaFrazier  Event Coordinator
Lead meeting and event planner for Central Reservations Office.

To Be Filled  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.

Mark Kubasak, Angela Prevosto, 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  Events Assistants
Mia Prieto, Nesha Jalaludin
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  
- Be an effective  
- Act with greater  
- Build personal  

Service  
Team member  
Autonomy  
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 in the Microsoft Teams General Channel. Questions or concerns should be directed to the appropriate graduate intern or direct supervisor. Microsoft Teams is available for download for your computer and/or mobile device through your CCSU student employee account.
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 a minimum of 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: https://www.ccsu.edu/fiscalaffairs StudentWorkerPayRatesandJobClassifications.pdf

Recommended Tools and Apps

The Student Center uses several tools/apps to assist with communication and time keeping. The following are tools/apps that should be downloaded by a student employee for daily use:

Following is a brief description of each tool/app and their use by student employees:

- **SubItUp Timeclock App** - https://support.subitup.com/download-subitups-time-clock-app-1
  The student employee will use this app to clock in and out for all work shifts.
- **SubItUp Manager and Employee App** - https://support.subitup.com/download-subitups-manager-employee-app
  The student employee will find their scheduled work hours, as well as information about their hours worked and attendance.
  General information for all employees will be shared in the general channel for your assigned area. Student employees should be logged into Teams during shifts so that they can communicate with their supervisor and peers.
- **7 Point Ops** - https://www.7pointops.com/
  Point Ops is a work report tool. As a work report, student employees will log information to communicate with their supervisor and other workers about their shift experience. All student employees are expected to read 7 Ops while on shift.
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
So that student employees can be successful, all are encouraged to plan accordingly. Shift changes should not occur less than 24 hours before a scheduled shift. If you are unable to cover your shift due to an illness or personal emergency, we expect that you arrange to have a substitute cover for you. You must PERSONALLY telephone and speak DIRECTLY to your graduate intern or direct supervisor in the event that you cannot make a shift. In the event of an emergency, please contact the appropriate graduate intern or direct supervisor as soon as possible.

Fill In With Your Personal Information:
Graduate Intern: ________________________________    Phone Number: _______________________________
Faculty Advisor: _________________________________   Phone Number: _______________________________
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 Tag
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
  Name tags MUST be worn at all time

Individual Area Uniform Policy

Gaming Attendant

Breakers Game Room & Esports Staff

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

Campus Assistant

Normal Work Days

Event Support and Setup Crew

- 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
- 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
- Closed-toed shoes are required – no flip flops or sandals

Event Support

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
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

**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

**Personal Information:**

Core ID:

Starting Date:

Notes:

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**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.

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**Academic Year 2021-2022**

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<td>2022-06-03</td>
<td>2022-06-17</td>
<td>2022-06-30</td>
</tr>
<tr>
<td>2022-06-17</td>
<td></td>
<td>2022-07-01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2022-07-15</td>
</tr>
</tbody>
</table>
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 direche link here: [https://docs.ccsu.edu/DirectDepositOnlineEnrollment.pdf](https://docs.ccsu.edu/DirectDepositOnlineEnrollment.pdf)

Student Center Areas
- Accountability Office
- Call Center
- Campus Assistant
- Center Manager
- Central Reservations
- Office Event Support
- Gaming Attendant
- Graphic Design
- Information Desk/
  CENtix Box Office/
  University Operator
- Phone
- Tech Services

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

Employees can only login if they meet the following criteria:
- 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: https://corect.ct.gov/psp/PEPRD/?cmd=login&languageCd=ENG&
- 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.)
Sick Time Policy

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](http://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 in three business days upon conclusion of the pay period, the sick days will be deleted from the timesheet and not paid.

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](http://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.
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 are available to rent each semester at the Student Center Information Desk/CENtix Box Office.
- Small (9” X 13 3/4”) locker rental per semester is $5 per semester (Fall, Spring, and Summer).
- Large (12” X 17 1/4”) locker rental per semester charge is $8 per semester (Fall, Spring, and Summer).
- Deposit of $10 for either small or large lockers will be returned when the key is returned at the end of the rental period.
- Day lockers are provided in the Student Center near the Bookstore and Devils Den. You need a quarter to take the key, and the quarter is returned when the key is returned before 10:45 p.m. each day.

Posters, Banners and Printed Materials
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

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.

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.
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.

Card Value Centers
The BlueChip card value centers are located in Elihu Burritt Library on the first floor 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 is only 1 copy machine on campus now, located by the Information Desk in the Student Center. We also have 2 scanners on campus. They are located in the Elihu Burritt library: 1 in the lobby and 1 on the second floor.

*Some locations are subject to changes.

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: docs.ccsu.edu/Student_Handbook.pdf

Chromebooks
The Student Center has several Chromebook computers available for students to borrow. A Chromebook acts like a laptop but does not have a hard drive where applications are stored locally. These do have a webcam, so video chat is available. Chromebooks are free to borrow for three business days or when the battery charge runs out for current CCSU students with a Blue-Chip ID Card. A fee of $500 - for a replacement device - will be incurred via CCSU account if not returned within three business days.

Student Center Hours
Student Center’s regular hours of operation. Hours may vary throughout the year; check the Student Center website at stdctr.ccsu.edu
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 and 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 Student Center provides office space to a select number of student run organizations. Clubs are meeting both virtually or in-person on campus and welcome all student participation via Microsoft teams. To join Student Organizations or find out information on a group's virtual/hybrid meetings please navigate to clubcentral.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 the meeting is scheduled or what is the link to the meeting. 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. Our office can be reached at us at 860 832-1990.

Campus Recreation is part of the Department of Student Activities & Leadership Development. The mission of Campus Recreation 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. Campus Recreation is located in CJ Huang Recreation Center. The main phone number is (860) 832-3732 or visit the website: https://www.ccsu.edu/campusrecreation.

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: https://www.ccsu.edu/studentCenter/subog.html https://ccsu.campuslabs.com/engage/organization studentunionboardofgovernors

Student Center Manager Representatives

Payton Fallon
Augustus "Reggie" Pope
Javiel Powell

Alternates:
Rachel Breault
Maximillian Light

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 events for students, by students. This includes socials, concerts, trips, and more! 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, send them a message on Instagram @can_ccsu or visit their web page: https://clubcentral.ccsu.edu/organization/cancentralactivitiesnetwork
Graduate Internship Program

Since 1966, the CCSU Student Center has been committed to providing a comprehensive professional program for students interested in entering the college union/student activities fields of higher education. The two-year internship's main focus is to train and to develop young professionals who will positively contribute to the field of Student Affairs. The internship is a cooperative experience between senior staff and interns that serves as a stepping-stone towards a senior role in administration.

The program is supervised by the departments of Student Activities/Leadership Development and The Student Center and focuses specifically on those areas of Student Affairs. The experiential learning environment at CCSU aims to increase personal growth and development of a diverse group of young professionals through opportunities in student union operations, event programming, and student activities advisement.

Student Groups

Black Student Union (BSU) and United Caribbean Club (UCC) ................................................................. Room 210
Central’s Organization for Latin American Dance Awareness (COLADA) and Mosaic Lounge ................................................................................................................................. Room 205
Latin American Student Organization (LASO) ................................................................................................. Room 205
Student Publication Office: Helix .................................................................................................................. Room 107
Student Publication Office: The Recorder editor@centralrecorder.com ................................................................................................................................. Room 107 ext. 2-3744
Student Government Association (SGA) ........................................................................................................ Room 211 ext. 2-3743
A Cappella Society ........................................................................................................................................ Room 108-0300
WFCS 107.7 FM The Edge .......................................................................................................................... Room 108 ext. 2-1883
## Fall Semester 2021

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 23</td>
<td>Academic semester begins (classes begin August 26)</td>
</tr>
<tr>
<td>August 25</td>
<td>Last day for full-time students to withdraw with 100% refund</td>
</tr>
<tr>
<td>August 26</td>
<td>Classes begin</td>
</tr>
<tr>
<td>August 26 – Sept. 1</td>
<td>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”</td>
</tr>
<tr>
<td>September 1</td>
<td>Add/Drop Period</td>
</tr>
<tr>
<td>September 2 - 15</td>
<td>Full-time students may drop courses but cannot drop below full-time status</td>
</tr>
<tr>
<td>September 6</td>
<td>Labor Day Holiday - No Day or Evening Classes</td>
</tr>
<tr>
<td>September 8</td>
<td>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</td>
</tr>
<tr>
<td>September 15</td>
<td>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”</td>
</tr>
<tr>
<td>Sept. 16 – Nov. 17</td>
<td>Withdrawal from full semester courses without approval; “W” grade will be entered</td>
</tr>
<tr>
<td>September 22</td>
<td>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</td>
</tr>
<tr>
<td>October 1</td>
<td>Last day for students to enroll in Winter Session Courses Abroad and apply for Course Abroad scholarships</td>
</tr>
<tr>
<td>October 1</td>
<td>Final day for graduate students to apply for December 2021 graduation</td>
</tr>
<tr>
<td>October 6</td>
<td>Last day for graduate students to apply for comprehensive exams for December 2021 graduation</td>
</tr>
<tr>
<td>October 20</td>
<td>Midterm (full semester courses); First eight-week courses end</td>
</tr>
<tr>
<td>October 21</td>
<td>Second eight-week courses begin</td>
</tr>
<tr>
<td>October 27</td>
<td>Last day to drop second eight-week course without “W”</td>
</tr>
<tr>
<td>November 3</td>
<td>Last day to Declare Pass/Fail or Audit options for second eight-week courses</td>
</tr>
<tr>
<td>November 8</td>
<td>Final submission of theses and dissertations to Graduate Studies</td>
</tr>
<tr>
<td>November 17</td>
<td>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</td>
</tr>
<tr>
<td>November 24</td>
<td>No Day or Evening Classes (University is Open)</td>
</tr>
<tr>
<td>November 25 – 28</td>
<td>Thanksgiving Recess – No Day or Evening Classes</td>
</tr>
<tr>
<td>December 1</td>
<td>Last day to withdraw from second eight-week course without approval</td>
</tr>
<tr>
<td>December 1</td>
<td>Suggested priority deadline for undergraduates to apply for December 2022 graduation (Registrar’s Office)</td>
</tr>
<tr>
<td>December 3</td>
<td>Last day for students to enroll in Spring Break Courses Abroad and apply for Course Abroad scholarships</td>
</tr>
<tr>
<td>December 7</td>
<td>Last Day of Classes</td>
</tr>
<tr>
<td>December 8-14</td>
<td>Final Exams</td>
</tr>
<tr>
<td>December</td>
<td>TBD University Winter Commencement</td>
</tr>
<tr>
<td>December 23</td>
<td>Semester Ends</td>
</tr>
</tbody>
</table>

## Winter Session 2021-2022

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 27</td>
<td>Winter Session classes begin</td>
</tr>
<tr>
<td>December 31</td>
<td>No Day or Evening Classes</td>
</tr>
<tr>
<td>January 1</td>
<td>New Year’s Day Holiday – No Day or Evening Classes</td>
</tr>
<tr>
<td>January 13</td>
<td>Winter Session classes end</td>
</tr>
</tbody>
</table>

**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**
Other Phone Numbers

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
Central Reservations Office ........................................ 2-1964
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 SC and SA/LD ... 2-1655
Graphic Design Office ............................................... 2-1959
Sodexo Food Service .................................................. 2-3797
Student Activities Mainline ....................................... 2-1990
Student Center Mainline ............................................ 2-1960
Snow Phone .............................................................. 2-3333

*Area Code is (860)

Religious Communities

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

Websites

Student Center
stdctr.ccsu.edu
Student Activities/Leadership Development
https://www.ccsu.edu/sald/
Campus Recreation
ccsu.edu/recentral
LiveSafe
https://www.ccsu.edu/police/livesafe.html

Twitter

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

Instagram

Student Center
instagram.com/ccsu_studentcenter
Student Activities/Leadership Development
instagram.com/ccsusald
Central Activities Network (CAN)
instagram.com/can_ccsu
Campus Recreation
instagram.com/RECentralCCSU
Breakers Game Room
instagram.com/breakersgameroomccsu

Facebook

CCSU Student Center
facebook.com/CCSU.Student.Center
C.A.N. Central Activities Network
facebook.com/CentralActivitiesNetwork
Campus Recreation
facebook.com/recentral.ccsu
Breakers Gameroom
facebook.com/Breakers-Gameroom-140877152659255
CCSU Student Center and Activities Lifers (Alumni)
facebook.com/groups/51036553678

Other Links

CCSU Student Center Discord
https://discord.gg/RNwYSSG
CCSU Student Center Site
https://ccsu.campuslabs.com/engage/organization/studentcenter
Supporting Employment Documents

Your student employment position is critical in developing in supporting the campus community and in the safety and security of others. Your personal initiative is critical to supporting your success. It is imperative that as a student employee that you stay informed to updates regarding policies, procedures, current practices etc.

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Student Employee Terms and Conditions of Employment (Contract) ................................................................. 28

Student Personnel Notice ........................................................................................................................................ 29

The Student Personnel Notice is the Student Center’s tool to provide feedback as it arises to help foster growth and development of all student staff members in our employee program.

S.T.A.R. Performance Assessment for Student Employees (Evaluation) .................................................................................................................. 30

S.T.A.R. Performance Assessment is the Student Center’s tool to provide feedback regarding the progress in growth and development of student employees. Evaluations are conducted in the middle of each semester as referenced on page 8. Late semester hires or for those who have performance that needs to be improved, a second evaluation will be conducted at the end of the semester.

Personnel Process ....................................................................................................................................................... 33

Feedback on student employee performance and employment status.
STUDENT EMPLOYEE TERMS & CONDITIONS OF EMPLOYMENT
Fall 2021
S.T.A.R. PROGRAM
SERVICE*TEAM*AUTONOMY*RESPONSIBILITY

This contract executed this day, ______________, until Friday, December 14, 2021, between the Central Connecticut State University Student Center and (your name printed) ________________binds you, the student employee, to the duties outlined in the Student Employee Handbook and to the official policies of the Student Center and Central Connecticut State University (CCSU).

*Please note that break employment is a separate agreement.*

Section 1: I have received, read and understand that I am responsible for the policies and procedures as stated in the Student Center Student Employee Handbook.

Section 2: As a student employee, I am responsible for performing all duties as stated in my job description and in the Standard Operating Procedures pertaining to my area of specialization. As stated in CCSU’s Fall 2021 Blueprint, I am required to wear a mask while on shift and in all campus. When outdoors, face masks are recommended, it is recommended that all wear them outdoors where 3 feet social distance is not feasible.

Section 3: As a student employee, I am responsible for attending all training sessions, regularly scheduled staff meetings and scheduled hours as designated and agreed upon regarding my position which includes assigned nights and weekends.

Section 4: As a student employee, I will abide by the Event Support policy which requires me to work at least two Event Support shifts per semester based upon the frequency of events requiring such staffing. (See Student Center Student Employee Handbook for detailed explanation.)

Section 5: I understand that each employment violation constitutes a verbal warning and/or written warning and will be reviewed by a Student Center administrative faculty member.

Section 6: As a student employee, I understand that my appointment is for one semester; and that I must maintain a 2.00 cumulative grade point average as outlined in the Student Center Student Employee Handbook.

Section 7: As a student employee, I am categorized as Class I, Class II or Class III; and I am compensated accordingly. I agree to create and submit my own timesheet within the time periods as issued through CORE-CT, or I may not be paid on time as stated in the Student Center Student Employee Handbook.

Section 8: As a student employee, I will be required to perform other duties as specified by my supervisor but within the classification of my position.

Section 9: In signing this contract, I am confirming that I will not be employed by any other university department without my direct supervisor’s approval. Operations Managers and Center Managers are enrolled in our managers in training program. To assist you, leadership opportunities must be approved by your supervisor.

______________________________
Employee Signature
Student Personnel Notice
Central Connecticut State University
Student Center

Name: _______________________________________

Area: _______________________________________

Date: _______________________________________

The above identified employee has been documented for the following reason:

**Late to Work:** Date & Time of Shift
☐ Excused  ☐ Unexcused

**Missed Shift:** Date & Time of Shift
☐ Excused  ☐ Unexcused

**Other:** _______________________________________

**Verbal Warning**

Comments:

______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

Submitted by: ________________________________________________________________

Employee’s Signature: ___________________________ Date: ______________

Graduate Intern Signature: ___________________________

Faculty Supervisor: ________________________________

Cc: File

*A copy of this document will be placed in your Student Personnel Record File.*
SUPERVISOR INSTRUCTIONS
Complete the “General Employee Responsibilities” section for all student employees.

Key: 1=Does Not Meet Expectations, 2=Meets Expectations, 3=Exceeds Expectations

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL EMPLOYEE RESPONSIBILITIES</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Attendance</td>
<td>Is “on time” arrival for work; no missed shifts; attends staff/team meetings.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Professionalism</td>
<td>Completes work with a positive attitude; respects the rights of and resolves conflict with co-workers, patrons and clients in a professional manner; wears uniform.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Patron/Client Satisfaction</td>
<td>Approachable; follows through with meeting patron/client satisfaction; persistent and creative in meeting needs.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TEAM</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Communication</td>
<td>Communicates information to their fellow team members, leadership, patrons and clients.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Relationship Building</td>
<td>Builds relationships of trust, interdependence. Relates well with team members with diverse backgrounds, interests, values, etc. Has active group participation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 Job Responsibilities</td>
<td>Understands and follows through on completing required job tasks.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>AUTONOMY</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Enforcement of Policies and procedures</td>
<td>Understands SOPs; carries out policies and procedures and applies judgment in situations.</td>
<td></td>
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</tr>
<tr>
<td>2 Stress Tolerance</td>
<td>Ability to make good choices and work effectively. Adaptable, flexible.</td>
<td></td>
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</tr>
<tr>
<td>3 Initiative</td>
<td>Takes initiative to resolve uncompleted tasks without being told. A self-starter. Contributes ideas to improve area.</td>
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<tr>
<td><strong>RESPONSIBILITY</strong></td>
<td></td>
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<tr>
<td>1 Dependability</td>
<td>Is reliable and trusted by supervisors and co-workers.</td>
<td></td>
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<tr>
<td>2 Job Knowledge</td>
<td>Understands and knows job description and available resources. Seeks out clarification when needed.</td>
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<td></td>
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<tr>
<td>3 Accountable</td>
<td>Takes personal ownership of actions, decisions, and their results. Willingness to accept responsibility.</td>
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</tr>
</tbody>
</table>
**Title/Area:**

**INSTRUCTIONS FOR SUPERVISOR**
Complete the “Manager Responsibilities” section for all Center Managers/Operations Managers.

<table>
<thead>
<tr>
<th>LEADERSHIP</th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1  Challenges the Process</td>
<td></td>
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<tr>
<td>Works with supervisors to follow the set procedures and seek opportunities to improve the process.</td>
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<tr>
<td>2  Enabling Others to Act</td>
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<tr>
<td>Fosters collaboration in their team and in the organization. Empowers others to act. Facilitates group activities and meetings.</td>
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<tr>
<td>3  Models the Way</td>
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<tr>
<td>Is an example for their team and peers. Plans small wins for themselves and others.</td>
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</tbody>
</table>

**Management**

<table>
<thead>
<tr>
<th>Use of Statistical Tools</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Understands and uses statistical information both fiscal and non-fiscal to measure performance of operation.</td>
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<tr>
<td>Personnel Management</td>
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<tr>
<td>Clearly supports, communicates performance and expectations to team members.</td>
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<tr>
<td>Process Management</td>
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<tr>
<td>Has understanding and current knowledge of critical processes and manages them so that they operate smoothly. Reacts calmly and effectively.</td>
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<tr>
<td>Reporting</td>
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<tr>
<td>Develops clear, concise and timely reports on status of operation using both statistics and language. Follows appropriate chain of communication.</td>
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</tbody>
</table>

**Event Support**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Attempted</th>
<th>Upcoming</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
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</table>

**Miscellaneous**

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>Notes i.e. date scheduled for completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submits Hours on Time</td>
<td></td>
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<tr>
<td>Attended Fall/Spring Trainings</td>
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<tr>
<td>Attended Sexual Assault, Title IX, Sexual Harassment Training (and/or Bystander Training)</td>
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<tr>
<td>Attended QPR/Suicide Prevention Training</td>
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<tr>
<td>Attended Fire Safety Training</td>
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<tr>
<td>Attended Police: Emergency Procedures, Active Shooter Training</td>
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</tbody>
</table>

*Please note that all trainings must be completed or scheduled for completion to be eligible for renewal for next semester.*
OVERALL COMMENTS: Elaborate on areas that this employee can continue to thrive, maintain or improve job performance.

GOALS: Outline some goals this employee will work to accomplish during the next semester.

FOLLOW UP EVALUATION NEEDED: YES OR NO

RECOMMENDATION FOR RENEWAL: YES OR NO

*SPRING _____ FALL ____

*Note to Supervisor: If the employee is recommended for renewal for Spring or Fall, please indicate which year in the blank noted above. Please note that if the employee is on probation, please clearly state in the overall comments portion and identify specific goals for the employee to be renewed for the next semester. Thank you.

Employee’s signature on this form only indicates that he/she has seen the assessment, but in no way indicates agreement with the substance of the assessment.

Employee Name (Printed): __________________________ Signature: __________________________

Operations Manager Name (Printed): __________________________ Signature: __________________________

Graduate Intern Supervisor (Printed): __________________________ Signature: __________________________

Faculty Supervisor Name (Printed): __________________________ Signature: __________________________
Personnel Process

The goal of the Student Center’s student employment program is to build life-long learning skills. Student Center student employees are valued members of the team. Student employees who take initiative are most successful. A student employee who is concerned about their performance may seek out their supervisor and ask for feedback.

If the graduate intern or direct supervisor determines that the student employee is not meeting expectations, the following may occur:

- A meeting with the student employee’s direct supervisor and documentation of the conversation on a Student Personnel Notice (page 29).
- If circumstances warrant being on probation, the student employee will meet with their direct supervisor for further conversation and review. The student employee may be removed from probation if a satisfactory evaluation is earned.
- If a satisfactory evaluation is not achieved and/or circumstances warrant being non-renewed or terminated, the student employee will meet with their direct supervisor for further conversation and review. Please note that a student employee can be terminated or non-renewed without being placed on probationary status.
- A sample of documentation for the above circumstances is available upon request.
* All links in handbook are subject to change

stdctr.ccsu.edu 35