



STUDENT EMPLOYEE HANDBOOK

UNIVERSITY of
HOUSTON
STUDENT CENTERS

Welcome!

In becoming a student staff member of the Student Centers, a department within the Division of Student Affairs and Enrollment Services, you are joining a group of dedicated, passionate, and work-oriented individuals. In addition to building experience within your specific area of service, you are also developing skill sets that will benefit you throughout your future careers. The Student Centers is commonly known as the “living room” of the campus. It’s a place where students relax between classes, have lunch with friends, and enjoy a full array of services we provide. As you’ll soon discover, the Student Centers is more than just the place you go to work—it’s your home away from home while you’re on campus.

Why should I read this handbook?

This handbook features important information on the policies and procedures of the Student Centers. In addition, this handbook provides resources such as locations of the various offices within the Student Centers and other facilities.

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Welcome Aboard Student Student Staff Members!

Congratulations on your selection as a student staff member if you are new to the team. Welcome back to all of you who are returning this year. You are all important and integral members of the Student Centers' team. Our shared goal is to provide the campus community with the best services, programs and facilities. This handbook is intended to be a guide and resource for you as you assume your duties with the Student Center family. The Student Center (SC) facilities (SC South, SC North and SC Satellite) are like the "downtown" or mall part of a city. It's where you do your shopping, your banking, enjoy a meal, have fun, and take care of business. Every day students, faculty, staff, alumni, and guests of the University come into our services, programs and facilities – and it is all of our jobs to make them feel special – and like they matter here at UH! The appearance of our facility, the quality of our services and programs, and the friendliness of our staff create not only an impression of your individual departments, but often of the University as a whole. Every person who works within the Student Centers has the opportunity to create a positive impression – with your fellow students, UH faculty and staff and our guests – and the Cougar Pride you exhibit will be noticed!

You were selected for employment because of your prior work experience, your attitude, your potential, and your personality. I hope that you will derive many benefits from working with the units within the Student Centers: opportunities for personal growth and development; valuable skills training for your future career; direct work experience; developing or enhancing your ability to work with a vastly diverse group of people; new ways of thinking; and the satisfaction of making a contribution to your university by being part of a team dedicated to service.

College Unions and Student Centers like ours did not always exist on college campuses. Over one hundred years ago an insightful group of students established the first union at the University of Pennsylvania. Today there are College Unions and Student Centers on college campuses all over the world. Our own Student Center (South and North) opened in 1967, with the SC Satellite being added in 1973. The Student Centers family strives to enhance the overall sense of campus life at the University of Houston.

Learn all you can about all of our services, programs and facilities in all of the Student Centers' areas – as you may be asked many questions by our customers who come into our offices and services, and in the process of serving them, you will learn more about your university. You can help improve our services, programs and facilities by sharing any concerns you have with your supervisors, a member of our management team or myself – we are all here to make you a success!

We are glad you have joined us in this partnership of service to our campus community. Again, welcome aboard!

Sincerely,

Keith T. Kowalka, Assistant Vice President for Student Affairs and Interim Director of the Student Centers

Student Centers Mission

In celebration of our diverse campus community, the Student Centers enrich the campus life experience by providing quality programs, services and facilities focused on student involvement, student learning and student success.

Core Values

▯ Education

In support of the academic mission of the University, we actively seek challenges that facilitate personal and professional development for students, staff, and volunteers in a supportive learning environment.

Diversity

We recognize that there is knowledge to be gained from the backgrounds, lifestyles, experiences, differences and cultural heritages represented throughout our community and we support a safe environment where all people are valued, respected and treated with dignity.

Customer Service

We provide the highest quality of customer/student interactions while remaining flexible, responsive, and open-minded in developing and delivering programs, services, and facilities and seeking technology that supports efficient and modern practices.

Integrity

We value our personal commitment to honesty and truth that is reflected in each person's words and deeds, while holding ourselves accountable for our personal and professional responsibilities.

Communication

We practice an honest and open exchange of ideas in an environment where positive encouragement serves as the basis for our communication.

Teamwork

We provide an educational environment that promotes collaboration and synergy at all levels and share our resources, knowledge and creativity for the betterment of the department, division and the greater University environment.

Financial Accountability

We serve as financial stewards and base decisions on financial planning and projections from both an entrepreneurial, as well as from a, student development perspective.

Innovation

We consistently search for new and exciting processes, methods, and ideas to positively impact the student experience at the University of Houston.

Fun

We recognize, reward, and celebrate the collective accomplishments of staff and volunteers, and perpetuate an environment that is engaging, enjoyable and supports UH Pride.

Customer Service

Hours of Operation

Student Center North/South

Fall, Spring & Summer Semesters

Monday – Wednesday

Thursday

Friday and Saturday

Sunday

7:00 am - 12:00 am

7:00 am - 1:00 am

7:00 am - 2:00 am

1:00 pm - 12:00 am

Student Center Administrative Suite

Fall, Spring & Summer Semesters

Monday – Friday

8:00 am - 5:00 am

Student Center Satellite

Fall, Spring & Summer Semesters

Monday – Thursday

Friday

Saturday and Sunday

7:00 am -8:00 pm

7:00 am - 5:00 pm

Closed

Student Center Satellite Games Room

Fall, Spring & Summer Semesters

Monday – Thursday

Friday

Saturday-Sunday

9:00 am -8:00 pm

9:00 am - 4:00 pm

Closed

** Additional holiday and academic term break hours are posted on the Student Centers website as scheduled. www.uh.edu/studentcenters.*

Student Centers

Office Contact Information

www.uh.edu/studentcenters

Student Centers Business Office

Suite 271, Student Center South • (832) 842-6260

This office provides support to all Student Centers/Student Life units/offices by tracking overall department expenditures as well as coordinating and monitoring the overall Student Centers department budget. Basically, when there is any financial activity, this office tracks the expenses and the income for our department profit centers.

CreationStation

B17, Student Center South • (832) 842-6200

CreationStation is a unique multi-service graphics center on campus offering a full complement of services: computer graphics, banners, small and large format printing, passport pictures, button-making, balloons, t-shirts, dry mounting, laminating, faxing and more. In addition, the unit sells international student IDs to students travelling abroad.

□ Student Centers Customer Relations Manager's Office (CRM's)

Rm 143, Student Center South • (281) 381-4113 (Evenings & Weekends)

The CRM's are the student staff members who manage the Student Centers, Satellite and A.D. Bruce Religion Center during the evening and weekend hours. The CRM Office is located on the 1st floor of the Student Center South behind the Information Desk. CRM's assist any patrons who have questions, comments, concerns or problems to ensure their SC experience is a successful one. The CRM's also ensure that patrons observe Student Centers and University policies. The CRM's work closely with staff from the following Student Centers units/offices: Student Centers Operations, Student Centers Event Services (Conference and Reservation Services, Event Set-Up Crew, & Audio Visual Crew), Student Center Games Room, the SC Satellite, and A.D. Bruce Religion Center in fulfilling their job functions.

Student Centers Event Services

Conference and Reservation Services Office (CARS)

Suite 271, Student Center South • (832) 842-6167

If you need to reserve space in the Student Centers, Satellite, Agnes Arnold Auditorium I and II, Lynn Eusan Park, Science and Research Lecture Halls 116 and 117, Social Work Auditoriums 101 and 102, and most outdoor space, the CARS Office is your destination. The CARS office processes and coordinates reservations for departments and student organizations as well as outside groups. In addition, CARS Office staff directs the overall set-up process for reservable rooms/spaces that is produced by the Student Centers Event Services Set-Up Crew and coordinates all audio-visual needs for special events, conferences, lectures, etc. that require on-site support and supervision within the Student Center and Satellite with the Audio-Visual Crew. A Daily Event Schedule is posted in various display areas around the Student Center and Satellite as well as on the Student Centers website under "Event Schedule". On the website under "Student Centers Event Services" you can also access forms, policies, room information/layouts, pricing, facility maps as well as additional resources to assist you with all of your planning needs for meetings, conferences, and special events.

Student Centers Games Room

B30, Student Center South • (832) 842-6202

The Games Room is where fun and games are found on campus. Located on the Ground level of the Student Center, the Games Room includes an eight-lane bowling center, pool tables, a video arcade with pinball and the latest games, and table tennis. Bowling leagues

are formed each semester and tournaments take place throughout the school year. The Games Room is also available for individual or group usage/reservations for a rental charge.

Student Centers Information Center

First Floor, Student Centers South • 832-842-6257

The Information Center is available to the general University of Houston community as well as to the members of the visiting public. The Center provides information on a variety of campus-related services and activities to the general University of Houston community and serve as a drop-off, delivery, and distribution point for many UH departmental forms and documents. This service is especially helpful for students who attend classes in the evenings or after many UH departmental offices have ceased daily operations. It enables the evening and nontraditional students to submit and pickup institutional forms and documents at nontraditional operating hours and thus lessen the potential for interference with their work schedules. The Information Center is funded by Student Service Fees.

Student Centers/Student Life Marketing

Suite 271, Student Center South • (832) 842-6262

This unit focuses on the overall marketing, university community outreach, and advertising aspects for each center within the Student Life cluster of the Division of Student Affairs and Enrollment Services. This area also serves as the liaison for new marketing initiatives for the retail and resource tenants of the Student Center. Additionally, this unit helps coordinate university and Student Center specific events, event calendars, researches new trends dealing with social media, design, websites and marketing.

Student Centers Operations

Suite 271, Student Center South • (832) 842-6260

This office serves as the central coordinating agent that oversees the functions of all units/offices within the Student Centers. The office serves as the management liaison to all contracted/lease operations, assures overall department quality control, environmental safety and emergency management, overall equipment and inventory control, and customer service initiatives. This office also hosts an on-line Work Order Request Form to report any work needed within the facilities. Lastly, the office has staff members who can provide notary public services. If you EVER have a question, the Student Centers Operations office is the place to come to for assistance.

□ Student Centers Policy Board (SCPb)

Suite 271, Student Center South • (832) 842-6260

This organization is the primary policy recommending agency for the Student Centers. Policy considerations encompass all phases of the Student Centers operation exclusive of compensation and employment decisions. SCPb's membership is comprised of thirteen (13) currently enrolled students and six (6) non-students (two faculty members appointed by Faculty Senate and two staff members appointed by the Staff Council) as voting members. The Assistant Vice President for Student Affairs – Student Life; Director for Marketing, IT, and Special Programs; Director for Student Centers; and the Director for the Center for Student Involvement, serve as ex-officio, non-voting members.

Student Center Satellite

NW Campus • 832-842-6260

A smaller version of the Student Center located on the northwest side of campus near the liberal arts colleges. The Student Center Satellite facility includes a smaller Games Room (713-743-5297) that offers pool tables, and video games as well as several food service options including Little Shasta's (713-743-2777). A TV Lounge and an outdoor patio programming space, and information/display tables are also available for reservation.

▣ Shasta's Cones & More

Student Center South • (832) 842-6203

This student-led and operated retail operation provides student employees with an out-of-the-classroom experience focused on student learning/development in a retail business setting. Shasta's focuses on the sale of premium ice cream as well as additional specialty items such as gourmet hot chocolate, bulk candy and Coffee by Katz Coffee (fair trade). Also, visit Little Shasta's at the Satellite.

Student Centers Offices

Center for Diversity and Inclusion (CDI)

Suite B12, Student Center South • (713) 743-6028

The Center for Diversity and Inclusion (CDI) fosters an inclusive university community by providing services, programs, and support that engage, empower, and educate our highly diverse student population and campus partners. CDI engages campus by providing cultural dialogues, university program partnerships, and highlighting organizations and services that promote diversity and inclusion. CDI empowers students to celebrate and appreciate their cultural heritage and others by offering transformative diverse campus programming and by providing leadership experiences that maximize their potential. CDI educates the University of Houston campus by offering meaningful educational programs, lecture series, and workshops that advance diversity education and cultural competence.

▣ Center for Fraternity & Sorority Life (CFSL)

N101, Student Center North • (832) 842-4955

The CFSL supports the mission of the university by providing opportunities for student learning and development through Fraternity & Sorority membership. Fraternity & Sorority Life includes direct advisement for our chapters and councils (National Pan-Hellenic Council, Houston Panhellenic Council, Multicultural Greek Council, Latin Greek Council and Interfraternity Council). CFSL provides UH students with opportunities to develop as individuals, chapters, councils and as a community through educational programs designed to support the integration of fraternal values into daily life. CFSL is also home to the Order of Omega, a leadership honorary society for high-achieving fraternity & sorority men and women.

▣ Center for Student Involvement (CSI)

N103, Student Center North • (832) 842-6245

Center for Student Involvement (CSI) provides services for Registered Student Organizations, supports many Fee Funded Organizations at the University of Houston, offers opportunities to become a stronger leader, and give back to your community through service. There are more than 400 student organizations at the University of Houston, based on campus traditions, student interests and hobbies, social fraternities and sororities, honors organizations, and major academic focused organizations. There is something for everyone! Let us help you find the best way for you to connect on campus!

Activities Funding Board (AFB)

N103, Student Center North • (832) 842-6245

Activities Funding Board (AFB) is a student-run financial organization which allocates student services fees to UH registered student organizations. The funding is allocated for two different areas: programs on campus and attending conferences.

Council of Ethnic Organizations (CEO)

N118, Student Center North • (832) 842-6222

Council of Ethnic Organizations (CEO) is an umbrella organization providing support to

the ethnic and culturally-based student organizations at the University of Houston. Their mission is to showcase our diverse student body by gathering different groups to work together and create events so students can get a true cultural experience. There are over 40 active organizations involved with CEO that include culture and/or diversity as part of their organizations purpose or goals.

Frontier Fiesta Association

N116, Student Center North • (832) 842-6235

Frontier Fiesta is a student-run, student-led festival hosted by the University of Houston to promote scholarship, community, and education in the University of Houston students, staff, and faculty, as well as in the Houston community. Frontier Fiesta is a diverse showcase for the talents of the University of Houston student body. Each year a piece of our campus is transformed into a fully functional town called "Fiesta City." Frontier Fiesta features live concerts each night, variety shows by student organizations, carnival booths, multicultural performances, a BBQ Cook-Off, and Bake Fiesta.

Homecoming Board

N116, Student Center North • (832) 842-6235

Homecoming at the University of Houston is one of the oldest and dearest traditions on campus. The mission of Homecoming Board is to encourage campus pride in the student body that will translate into a life-long support for the University of Houston. Homecoming is more than a football game. It is a week celebrating the University of Houston, uniting students and organizations, and showcasing Cougar Pride and Cougar Spirit during one of the oldest traditions on campus! Each day of Homecoming there are different events for students, alumni, and the UH community. Enjoy Homecoming classics such as Strut Your Stuff, Banner Competition, and Block Party, and discover the new events each year!

Metropolitan Volunteer Program (MVP)

N119, Student Center North • (832) 842-6234

The Metropolitan Volunteer Program is a fee-funded, student-run organization that coordinates volunteer opportunities on campus and in the community for University of Houston students. MVP's mission is to nourish a spirit of volunteerism and enhance the educational experience of students, and to support the communities in need in the city of Houston. MVP strives to be a resource to the University and Houston communities through volunteer efforts and advocacy for social justice.

Student Program Board (SPB)

N115, Student Center North • (832) 842-6217

The Student Program Board is a student fee-funded, student-run organization that strives to bring the best and brightest entertainment to the University of Houston. The mission of SPB is to bring quality educational and entertaining programs that enhance the quality of life of students at the University of Houston. SPB is a laboratory where students develop leadership skills and acquire knowledge that will benefit their overall academic experience. You can learn more about SPB by visiting to uh.edu/spb.

Registered Student Organizations (RSO)

N115, Student Center North • (832) 842-6217

There are over 400 registered student organizations at the University of Houston! No matter who you are or where your interests lie, there is a place for you amongst our student groups. Enrich your learning experience and join the organization that matches your interests. Student organizations are open to all enrolled University of Houston students. For more information, please contact the Center for Student Involvement at uh.edu/csior 832-842-6245. You can visit <http://www.uh.edu/getinvolved> to find more information about registered student organizations at the University of Houston.

Center for Student Media

□ Student Video Network (SVN)

N221, Student Center North • (713) 743-5350

Student Video Network is a student-run television network that gives students the unique opportunity to develop television shows, commercials, and special features that inform, educate, and entertain the University of Houston. Students can experience the entire process from conception to air, and have the opportunity to work in phases of student leaders in SVN gain production such as script writing, editing, lighting, etc. along with networking opportunities and learn to work as a team to achieve a common goal.

COOG Radio

N221, Student Center North • (713) 743-5350

Coog Radio is student fee funded organization on campus. We provide students an outlet to express themselves over the airwaves as well as hands on experience in broadcast journalism. It's music chosen by students for students.

The Cougar

N221, Student Center North • (713) 743-5350

The Student Publications office provides support to the official student-run publications of the university: The Daily Cougar, Transitions (a magazine for new students) and the Houstonian (a yearbook for graduates). The office employs students in advertising sales, print production/design and business office support. All of its activities are monitored by the Student Publications Committee. For more information, visit thedailycougar.com.

Dean of Students Office

S256, Student Center South • (832) 842-6183

The Dean of Students office is here to help students succeed! Home to Student Advocacy Services, Commuter Student Services and Parent & Family programs, the DOS team also oversees the management of student conduct, alcohol policy and campus programs for minors. The Dean of Students staff are your student success advocates!

DSAES IT Services

Suite 271, Student Center South • (832) 842-6154

DSAES IT Services provides support for all computers, websites, and department specific applications for 26 departments within the Division of Student Affairs & Enrollment Services.

Office of International Student and Scholar Services

N203, Student Center North • (713) 743-5463

Our office provides assistance to students and scholars from all points abroad. Countless international students and scholars drive the ever increasing diversity of the University of Houston. Our staff seeks to guide students and scholars through their acclimation process into the U.S. and the University culture as a whole. We offer students and scholars individualized appointments to help fulfill their needs. With services ranging from helping F-1 and J-1 visa students maintain their status to financial assistance, we want to ensure you have a smooth transition to Houston.

LGBT Resource Center

N201, Student Center North • (713) 743-5463

The LGBT Resource Center provides support and a safe space for LGBTQ people on campus to access resources, ask questions, and make connections with other students, we strive for them to develop a positive self-image and a sense of optimism about their future as members of the LGBT community. Through visibility and education, we seek to create

an environment of LGBT acceptance and inclusion for the entire campus community. The Center sponsors annual events such as National Coming Out Day. Other services include a lending library, mentoring program, Cougar Ally Training, and a biweekly discussion groups. Please contact Lorraine Schroeder, Director for the latest information on these and other programs.

□ Student Government Association (SGA)

N220, Student Center North • (832) 842-6225

The Student Government Association (SGA) is elected to represent the University of Houston students and serve as a liaison between the students and the UH administration, the UH Board of Regents, and State of Texas entities, including the legislature and the Higher Education Coordinating Board. SGA is committed to understanding and representing the needs of UH students. SGA shares in governance of the University of Houston, in part through the appointment of over 75 students to University-wide committees that provide guidance for everything from parking and transportation to food service. Students are encouraged to become a part of SGA, either through election to office as a senator or president/vice president, serving on a committee, being appointed to any open seat in their college, or being appointed to a special task force or the SGA Court of Appeals.

Women and Gender Resource Center

□ Student Video Network (SVN)

N201, Student Center North • (713) 842-6191

Listen, Inform, Help. Define your own destiny! The Women and Gender Resource Center is here to help you with that process. We promote a campus that is gender-inclusive and welcoming for all students, faculty, and staff through education, awareness, advocacy and empowerment. The WGRC hosts several annual programs including Take Back the Night, and the Vagina Monologues. We offer referral services and resources for campus and community assistance with issues related to gender identity, family planning, and professional development. With a focus on research and understanding, we provide a safe space for students, faculty, and staff to discuss and grow from their experiences.

Veterans Services Office

N202, Student Center North • (832) 842-5490

Honor is achieved. Over 1600 veterans and their family members call University of Houston home. Our office helps veterans and their families find their direction as well as provide support in their quest to achieve success on their continued path. Whether you need help with the GI bill, recertification, or are called to active duty, we will stand with you.

Student Centers Partnerss

□ Barnes & Noble at the University of Houston

SB1 & S130, Student Center South • (713) 748-0923

Enjoy one stop shopping at your campus bookstore. The bookstore is more than a store where students buy required textbooks and school supplies. It is a place to find computer software supplies, electronic merchandise, current best sellers, clothing, emblematic gifts, greeting cards, on-campus living supplies, art supplies, posters, stuffed animals, and much more. The bookstore provides material and services that complement the academic environment and that support its diverse needs in an economical, efficient manner.

Cougar Byte Technology Store

S158 Student Center South • (713) 743-8507

CougarByte has computers, computer-related supplies, printers and a wide variety of software and hardware available for discount sale to students, faculty and staff. CougarByte is also the authorized computer repair service center for the University of Houston.

□ TDECU- Your Credit Union

S144 Student Center South • (800) 839-1154

Your on-campus premier financial institution! TDECU offers a full line of products and services to meet the needs of students, faculty, staff, and registered student organizations including:

FREE Checking that earns interest & FREE Debit Card

FREE Online Banking with Bill Pay

FREE Mobile Banking

FREE e-Statements

FREE 24/7 Telephone Banking

Over 55,000 surcharge-FREE ATM locations, including 7 on campus at the University of Houston

20 TDECU branches throughout the greater Houston area with convenient hours to serve you

FREE access to more than 5,000 Credit Union Service Centers and more!

Student Centers Policies

What You Need to Know

□ Key Control

As an employee of the Student Center, you may be issued a key in order to access your office. All lost or stolen keys should be reported immediately to your supervisor. Any replacement for lost or stolen keys will result in a charge to your office/area and possibly a written notification from your supervisor.

Studying on the Job

Studying while on duty is not permitted unless you have received permission from your manager.

□ Personal Use of Telephones, Office & Other Building Equipment

Telephones, office and other building equipment are not for personal use unless permission from supervisor is received.

Food and Beverage Policies

Groups holding meetings or events serving food and beverages within the Student Center and Satellite can choose from the following options:

1. Contract services through UH Dining Services.
This option is mandatory if alcohol is being served.
 2. Contract services through a licensed and insured off-campus caterer.
 3. Purchase pre-packaged food and beverages.
- For more information please refer to the complete version of the Food and Beverage Policies available in the Conference and Reservation Services (CARS) Office, Suite 271.

uh.edu/studentcenters/reservations

Reservation Information

To reserve a meeting room or indoor/outdoor table spaces within the Student Centers and/or Satellite, please contact Conference and Reservation Services (CARS) Office. The CARS office is located in Suite 271, Student Center South and can be reached at (832) 842-6167.

Smoking

The University of Houston is a smoke-free campus. The University of Houston prohibits the use of all forms of tobacco products on university property.

Animals

Animals are prohibited in the Student Centers and Satellite unless the animals provide assistance for those with special needs.

Bicycles, Skateboards, Rollerblades, Etc.

Bicycles, Skateboards, Rollerblades, Heeleys, etc may not be used within the Student Center or Satellite. Bicycles are only to be parked or secured at designated bicycle racks at each facility.

Solicitations

Solicitations must be approved through Student Centers Conference and Reservation Services Office, Suite 271 Student Center South.

Lost and Found

The lost and found is located at the Information Center in the Student Center South or in the Administrative Services and Operations (AS&O) Office (Suite 271). Once per week the lost items are transferred to the UHDPS Office. For more information please contact the Information Desk at (832) 842-6256, AS&O (832) 842-6154 or UHDPS at (713)743-3333.

□ University Vehicles

If you are required to perform a job that involves driving please adhere to the following guidelines:

- You must have a valid driver's license.
- You must follow all Texas state laws.
- Complete proper documentation for approval in the Student Centers Operations Office.
- If your license is suspended you must notify the Student Centers immediately. Not notifying the Student Centers will result in termination.
- Please notify your supervisor immediately if you are involved in an accident while driving a Student Centers vehicle.
- You are responsible for any traffic violations that you receive.
- University vehicles are for official use only.

Personal Safety Resources

□ Accidents and Work-Related Injuries

Please contact your supervisor immediately if you are injured while working.

Your supervisor will guide you through the steps that must be taken for you to obtain university coverage for your injury through the Student Centers Operations. All accidents must be reported regardless of their severity.

Campus Escort Service

The UH Department of Public Safety (UHDPS) escort service accompanies students, faculty, and staff to various campus locations. For more information please contact the UHDPS at (713)743-3333.

Emergency and Information Call Boxes

Red emergency and information call boxes with blue lights have been placed throughout campus. These boxes provide information and assist you in contacting the police.

Nondiscrimination Policy

Title VII of the Civil Rights Act of 1964, as amended in 1972, 1978 and the Civil Rights Act of 1991

The most prominent source of anti-bias employment rules is Title VII of the Civil Rights Act of 1964. It forbids discrimination in all areas of the employer-employee relationship, from advertisement for new employees through termination or retirement, on the basis of race, color, sex (including pregnancy, childbirth, or abortion), religion, or national origin. The Civil Rights Act of 1991 included additional provisions to Title VII reversing or reinforcing certain U.S. Supreme Court decisions, damages for intentional discrimination and removal of exemptions for previously exempted employees of elected officials.

Parking Information

All vehicles parked on campus must display a valid UH Parking permit.

For more information please go to the Welcome Center Room 112B , call (713)743-1097, or visit uh.edu/pts.

Personal Electronics

Student Staff are not permitted to use personal electronic devices (e.g.: laptops, iPods, cell phones, etc.) While on duty unless permission is provided by your manager.

Security

Please secure all of your belongings in a safe place. Please report suspicious individuals and security breaches to your supervisor or to the UHDPS at (713) 743-7333.

Sexual Harassment

The University of Houston and DSAES is committed to providing a professional working and learning environment free of sexual harassment. Sexual harassment will not be tolerated. Please view university policies at publications.uh.edu. Additional information may be obtained from the Equal Opportunity Services located in the Student Service Center (713)743-8835.

Student Center Circle Parking

The Student Center Circle Drive offers 20 minute temporary parking on first come, first serve basis. If there is a schedule event and the Front Circle Drive is booked and blocked off, only cars associated with the events are permitted to park. All others will be towed. The Student Centers Circle Drive may be booked for events through the Conference & Reservation Services (CARS) office.

Vehicle Assistance

University Parking and Transportation services provides support in the following areas: tire, jump starting and gas assistance 24 hours per day. Please contact Parking Enforcement at (713) 743-1097.

Little Known Fact: The Student Program Board (SPB) routinely offers free events, ranging from movie screenings, concerts, comedians and karaoke along with special events such as Winter Wonderland.

Student Centers & UH Campus Safety Resources

Student Centers Emergency Procedures Manual

All Student Center offices have a manual that serves as a resource for emergencies. The manual provides information on the following topics:

- Emergency conditions
- Fire alarm plan, reporting, and procedures
- Evacuation procedures and department evacuation leaders
- Bomb threats
- Severe weather emergencies & shelter information
- Medical emergencies & reporting accidents
- Emergency building equipment
- Environmental health and risk management

Safety trainings are also offered each semester.

□ Customer Accidents & Injuries

If a customer is injured please notify your supervisor immediately. Serious illnesses or injuries should be reported to the UH Department of Public Safety (713)743-3333.

Bomb Threat

All bomb threats should be taken seriously. In cases of bomb threats please do not search for the bomb or touch suspicious objects. If you receive a bomb threat while on duty please contact one of the following during regular business hours:

Assistant Vice President for Student Affairs	(832) 842-6260
Director of Student Centers	(832) 842-6260

Please contact the Customer Relations Manager after business hours at (281)381-4113. Please do not leave a message regarding the bomb threat. If unable to reach a manager, please contact the UHDPs at 713)743-3333.

Hurricane Threat, Tropical Storms, Flooding

In cases of a hurricane, tropical storm, and/or flooding, report to your supervisor immediately. If this is during the evening or weekend hours, the Customer Relations Manager will coordinate with Management Staff. In general, service areas such as the Games Room, and other lounge areas will be kept open if possible.

□ Fire Preparedness & Evacuation

If a small fire breaks out in your unit and you know how to properly use a fire extinguisher, grab the nearest one and follow the directions. If you do not know how to properly use a fire extinguisher pull the nearest fire alarm. After the fire has been extinguished call the Student Centers Operations (832) 842-6260 if during business hours. For larger fires, pull the nearest fire alarm, contact UHDPs (713) 743-3333 and evacuate the building. To avoid smoke inhalation, drop to the floor and crawl to the nearest exit.

General Student Employment Information

Policy for Employment of Students

In order to qualify for a student staff position within Student Centers, you must be enrolled as a student at the University of Houston and be in good academic standing. You are allowed to work a maximum of 20 hours per week during fall and spring semesters. You may be able to work a maximum of 38 hours per week during the interim periods and summer semester.

Application Process

Applications for employment for any Student Centers student staff position may be obtained in the Administrative Suite 271 or online via Cougar Pathways.

□ Dual/Multiple On-Campus Jobs

You are allowed to work a maximum of 20 hours total at an on-campus job.

Attendance/Covering Shifts/Missing Shifts

Never leave your station unattended. If you are unable to come in to work, please notify your supervisor as soon as possible. In addition, try to find another employee to cover your shift after obtaining your supervisor's approval.

Discipline and Dismissal

Please follow all of the policies and procedures contained in this student handbook. Employees who do not follow Student Centers policies and procedures will be subjected to disciplinary measures. The disciplinary process is as follows:

1. Verbal Warning
2. Written Warning
3. Final Warning

Job Performance Evaluations

You will receive an evaluation every semester during your employment with the Student Centers. In order to be eligible for a raise, you must have received at least two positive performance evaluations. However, two positive performance evaluations do not guarantee a raise.

Student Employee Dress Code

- Each student employee will be provided two staff shirts at the beginning of their employment and will be given an additional shirt after one year of employment with the department.
- Additional shirts may be purchased by student employees at cost from the Student Centers Administrative Suite, 271.
- It will be mandatory for each student employee to be dressed in the designated staff shirt when they are on the clock for a regular work shift or event. Exceptions to this rule include instances where a student may be attending a committee meeting but is not scheduled for a regular shift or when the Student Centers provide an exception.
- Shorts are permitted during the summer; however, they cannot be more than four inches above the knee.
- A few designated student positions have additional dress code requirements above and beyond the wearing of a staff shirt. Unit supervisors will share these additional requirements with the student employee as is appropriate.
- Staff Shirts provided to student employees remain property of the Student Centers and must be returned upon separation (voluntary resignation, termination) upon request (except for those shirts purchased by the employee).

Enforcement and Penalties*

- A student employee who arrives without a shirt before a scheduled work shift and before they have clocked in at their scheduled time has the option to purchase an additional staff shirt at cost. Payment can be handled on the spot at the Student Centers Business Office if during regular weekday business hours. If a student staff shirt is purchased during the evenings or on the weekends a Promise to Pay Form is to be completed as necessary as a form of temporary payment. Payment must be made to the Student Centers Business Office at the first regular business day after the infraction or before the student employee returns to work. If the infraction is on a Saturday or Sunday, payment would be made on Monday or before the first day the student returns to work. Excessive use of a community shirt may result in a written warning.
- If a student employee has started a shift and is already officially on the clock and observed to not be dressed in the required staff shirt the following penalties will apply:
 - **1st Offense:** A verbal warning will be issued by the appropriate unit supervisor or on-site designee. The student employee will be given two options: (1) Dress into a community staff shirt or (2) Purchase a new staff shirt at cost on the spot. A Promise to Pay Form will be accepted as temporary payment.
 - **2nd Offense:** A written warning will be issued to the student employee by the unit supervisor or on-site designee as well as added to the student's personnel file located in the Student Centers Administrative Suite.
 - **3rd Offense:** Can result in the termination of the student employee. *The enforcement and penalties listed above for the Student Employee Dress Code (staff shirts) are intended to stand alone. If a unit has dress code requirements in addition to the standard staff shirt because of the nature of the student position, the penalties listed above would also apply to violations of the additional requirements that have been provided to a student employee as part of their written expectations.

August 1, 2015

General Expectations

What we expect from you:

- Excellent customer service skills
- Cooperation
- Positive representation of the department and DSAES Student Life
- Open and effective communication
- Initiative and assertiveness
- Familiarity and knowledge

What you can expect from us:

- Flexible work schedule
- Approachable and available supervisors
- Opportunity to gain valuable skills and work experience
- Training for future career development
- Opportunities for advancement and raises.
- Social gatherings

Leadership & Professional Development

Training Workshops

Student Life provides training workshops for Student Staff to development themselves in areas such as leadership skills, career development, and technology.

Student Employee of the Month

Stay tuned for more information to come!

Role of the College Union

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

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.
- The union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.
- In all its processes, the union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

The union's goal is the development of persons as well as intellects. Traditionally considered the "hearthstone" or "living room" of the campus, today's union is the gathering place of college. The union provides services and conveniences that members of the college community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

The union serves as a unifying force that honors each individual and values diversity. The union fosters a sense of community that cultivates enduring loyalty to the college.

Adopted by the Association's general membership in 1996, this statement is based on the Role of the College Union statement, 1956.

Association of College Unions International (ACUI) Participation Opportunities

ACUI is an international organization whose core purpose is to be the leader in advancing campus community builders. The union is the community center of the college campus, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union is an organization offering a variety of programs, activities, and services that, when taken together, represent a well-considered plan for the community life of the college. Two of ACUI's functions are to facilitate the exchange of ideas among all its members and to advocate the important roles college unions and student activities have in higher education. ACUI supports its members in the development of community through education, advocacy, and the delivery of services. Students can build their leadership skills for the future through participation in a variety of ACUI sponsored programs including:

- Regional conferences, regional and national tournaments i.e. various recreational and academic-based programs such as billiards, bowling, table tennis, chess, Poetry Slam etc.
- I-LEAD (The Institute for Leadership Education and Development).
- Participation in a variety of regional planning teams i.e. Region II Leadership Team and Region II Conference Planning Team. Contact your unit supervisor or manager for more information on volunteer involvement in ACUI Information referenced from the ACUI website: <http://www.acui.org>.

Diversity

Nondiscrimination Policy

Even though we're living in a progressive age, discrimination does still exist. However, at UH and within the Student Centers you will not encounter discrimination due to race, color, national origin, religion, sex, disability, sexual orientation, or veteran status when seeking employment. If you have the qualifications, you can get the job. If you hear of any instance(s) this policy is not being followed, please notify Director or Assistant Vice President for Student Affairs.

Financial Accountability

Payroll Information

Student Employment Program

This program provides the following advantages:

- Promotes student staff development model.
- Makes us more competitive in terms of staff salaries.
- Provides all student staff consistent and on-going feedback.
- Is fair across the department between units.
- Improves possibility of employee retention.
- Makes our student employee process much more "open".

Grade One – General Office/operations support

Skills are basic typing, filing, and support directly for full-time staff personnel, customer service, effective communication and ability to be responsible to handle cash.

Positions: Office Assistant, Games Room Attendant, Cashier, Customer Service Representative, Marketing Assistant, Sales Trainee

Entry Level: \$8.00

Step 1: \$8.25

Step 2: \$8.50

Grade Two – Skill/technical support

Skills are Grade One plus additional technical experience that could be gained through actual employment or through educational studies here at U of H.

Positions: Games Room Pinchaser, Graphic Artist, Information Technology Assistant, Audio-Visual Assistant, Financial Assistant, Task Manager, Production Assistant

Entry Level: \$8.50

Step 1: \$8.75

Step 2: \$9.00

Grade Three – Management/team lead

Skills are Grade Two plus management experience of personnel or responsibility. Should have previous experience within the department (not necessarily within the individual unit.)

Positions: Customer Relations Manager, Games Room Supervisor, Shasta's Student Manager.

Entry Level: \$9.25

Step 1: \$9.50

Step 2: \$9.75

*** To move up a step within a grade, the following must be completed:**

1. Satisfactory completion of 2 semesters (performance review by supervisor)
2. Additional responsibilities added to position as dictated by job description
3. Student must remain in good academic standing

Rest Periods

Rest periods must be taken if you work six or more hours.

Scheduled Shift:

3 to 5.9 hours

6 to 7.9 hours

8 to 11.9 hours

12 and up hours

Rest Period

(1) 15 min. PAID break

(1) 30 min. Un-paid break

(1) 15 min. PAID break

(1) 60 min. Un-paid break

(2) 15 min. PAID breaks

(1) 60 min. Un-paid break

(2) 15 min. PAID break

Pay Day

Student staff employees can expect to receive payment for work every other Friday. All employees are required to sign up for direct deposit and will be able to do so during the hiring process.

Change of Address and/or Phone Number

Please give your supervisor and the Student Centers Administrative Office any changes made to your address and/or telephone number. In addition, update your information on the UH website (PASS). We assure that your personal information will not be given to an outside party.

Student Centers Student Staff Yearly Schedule

Activity	Date
Fall Semester	2015
Annual Mandatory Student Staff Training	Sept., Oct., Nov.
Student Staff Scholarship Due	Mid November
Fall Semester Student Employee Evaluations Due	December
Student Life Winter Gathering	December
SEMESTER BREAK	December-January
Spring Semester	2016
Spring Student Staff Training	Feb., March, April
Spring Semester Student Employee Evaluations Due	May
Student Life End of the Year Celebration	May
SUMMER BREAK	May-August
Summer Semester Student Employee Evaluations Due	August

Fun

Annual Social Gatherings & Events

Each year, the Student Centers Department sponsors special events where all student and full-time staff are invited to attend on behalf of all centers. Events in the upcoming year are:

Fall Semester	2015
Weeks of Welcome	Aug. 20 th - Sept. 6 th
The Cat's Back Event 4 pm – 7 pm	August 27 th
InfraRED	August 29 th
Student Centers Welcome Back	September 3 rd
InfraRED	October 2 nd
Cougar Resource Fair	October 6 th
Octoberfest	October 29 th
InfraRED	November 6 th
Homecoming Week	November 2 nd - 7 th
Winter Wonderland	December 3 rd
Stress Free Finals Week	Nov. 30 th - Dec. 4 th
Spring Semester	2016
InfraRED	February 5 th
InfraRED	March 4 th
Safe Spring Break	March 10 th
Frontier Fiesta	March 24 th - 27 th
InfraRED	April 1 st
Stress Free Finals	April 25 th - 29 th

Little Known Fact: CreationStation, located in the Student Center South, B17 can produce a myriad of things including shirts, graphic designs, posters, pins, and even discounted passport photos.

Resources

Please see additional student employee resources via the following links:

Campus Map

uh.edu/maps

Student Employee Performance Review

Links to these will be added after approval of forms

Student Employee Dress Code

Promise to Pay

Student Centers Student Employee Warning Notice

Student Centers South Map

Basement



Floor 1



Floor 2



Student Centers North Map

Floor 1



Floor 2



Sign Sheet

I, _____ acknowledge that I have have been provided access to a copy of the Student Centers Student Staff Handbook and have thoroughly familiarized myself with the contents of this handbook. I further agree to abide by the contents herein and will seek clarification of anything unclear to me from my supervisor at any time during the 2015-2016 academic year.

Signature: _____

Date: _____

Supervisor's Signature: _____

Date: _____

This form MUST be completed within one week of employment.