Welcome to the University Center!

This handbook has been developed to serve as a resource for University Center student employees. It is our hope that you will use this information to assist you as you navigate through the UC work environment. As you begin or continue your employment with the University Center, remember the spirit, pride, and tradition of UTSA and the University Center. Welcome to the team!
# Table of Contents

**Who we are** ........................................................................................................... 4

- Our Mission ............................................................................................................... 4
- Our Vision .................................................................................................................. 4
- Our Values .................................................................................................................. 4
  - Our History ............................................................................................................. 5
  - Role of the College Union, ACUI, CAS ...................................................................... 6
  - Expectations ............................................................................................................ 7
  - Learning Outcomes, REACH, True Colors, 4 C’s ....................................................... 8

**UTSA POLICIES & RESOURCES** ........................................................................... 9

**UC POLICIES & PROCEDURES** ........................................................................... 10

**Employment Eligibility** .......................................................................................... 10
  - Work-Study ............................................................................................................ 10
  - Role of Supervisors ................................................................................................. 10

**SCHEDULES & ATTENDANCE** ............................................................................. 10

**Schedules** .................................................................................................................. 10
  - Time Off Requests ................................................................................................ 11
  - Late .......................................................................................................................... 11

**Shift Substitutions** ................................................................................................... 11
  - Absences ............................................................................................................... 11
  - Breaks .................................................................................................................... 11

**TIME CLOCK PROCEDURES** .............................................................................. 11
  - Pay Periods ............................................................................................................ 11

**Clocking In** .............................................................................................................. 12
  - Clocking Out ......................................................................................................... 13
  - Printing Timesheets ................................................................................................. 14

**Common Time Clock Errors** .................................................................................. 15

**WORK ATTIRE** ....................................................................................................... 16
Acceptable Attire .............................................................................................................................................. 16
Unacceptable Attire ............................................................................................................................................ 16
Personal Items .................................................................................................................................................. 16
UNIVERSITY CENTER SECURITY .................................................................................................................. 17
Lockers .......................................................................................................................................................... 17
Key/Swipe Cards ............................................................................................................................................. 17
UC Furniture, Equipment & Resources .......................................................................................................... 17
Office Security & Confidentiality .................................................................................................................... 17
Lost and Found .............................................................................................................................................. 17
RECOGNITION AND INCENTIVES PROGRAM ........................................................................................... 18
Student Superstars Program ............................................................................................................................ 18
Excellence in Service Cards ............................................................................................................................ 18
Incentive Points Program ................................................................................................................................ 18
Student Staff Appreciation Banquet .............................................................................................................. 18
ACCOUNTABILITY AND DISCIPLINE ......................................................................................................... 19
Strikes ........................................................................................................................................................... 19
Major Infractions ......................................................................................................................................... 19
Consequences ................................................................................................................................................ 20
Appeals Process ........................................................................................................................................... 20
PERFORMANCE EVALUATIONS AND SURVEYS .................................................................................. 21
30-Day Probationary Evaluation .................................................................................................................... 21
Job Performance Evaluation (End of Semester) ............................................................................................ 21
APPENDIX A: UC Forms ................................................................................................................................. 23
Staff Creed .................................................................................................................................................... 24
Payroll Discrepancy Form .............................................................................................................................. 25
Corrective Action Form ................................................................................................................................ 26
30-Day Probationary Evaluation .................................................................................................................... 27
Job Performance Evaluation ............................................................................................................................ 28
Conference Application .................................................................................................................................. 29
APPENDIX B: UC Emergency Response Guide .......................................................................................... 30
Emergency Phone Numbers ............................................................................................................................ 31
Reporting an Emergency ................................................................................................................................ 31
Emergency Websites ...................................................................................................................................... 31
   Emergency Equipment Locations – First Aid Kits, Fire Extinguishers, Fire Alarm Pull Stations .................. 32
As UC employees, YOU represent:

![University Center

![Student Life

![Student Affairs

![UTSA

Our Mission
We are committed to enhancing student life, providing services for the convenience of the campus community, facilitating successful programs and social interaction, and creating opportunities for fostering an engaged community. We contribute directly to the education mission of the University by encouraging participation in educational, cultural, and recreational activities, and by offering opportunities for personal and professional development.

Our Vision
We envision a facility at the heart of student life, where lifelong connections and memories are created one Roadrunner at a time.

Our Values
- **TEAMWORK**: We are committed to working together to build an inclusive community by creating a dynamic environment through communication and high ethical standards.
- **CUSTOMER SERVICE**: Our passion for excellence drives us to deliver superior services through responsible use of resources. We continually exceed the needs of our UTSA community.
- **LEARNING**: We strive for continuous improvement that enhances self-exploration and educational pursuits through discovery and ingenuity.
- **INCLUSION**: We recognize and celebrate the dignity inherent in each individual regardless of identities, values, cultures, and backgrounds. With openness, we create, foster, and maintain diverse and civil relationships within our university and the global community.
- **SYNERGY**: Our combined energy promotes a positive environment where trust and respect are embraced. Innovative ideas are nurtured as we strive to flourish and succeed both individually and collectively.
- **HISTORY AND TRADITIONS**: We value the role we play in shaping and preserving the heritage and traditions of UTSA.
Our History
1986  UC Phase I was built (38,000 square ft.)
1996  UC Phase II was built (98,000 square ft.)
2008  UC Phase III was built (59,000 square ft.)
2009  UC hosted the 1st wedding reception
2010  UC hosted the ACUI Regional Conference
2013  UCI & II were renamed UC North
2013  UCIII was renamed H-E-B UC

25th Anniversary Website:
  http://www.utsa.edu/uctr/uc25/history.html
University Center Website:
  https://utsa.edu/uctr/index.cfm
University Center Map:
  https://utsa.edu/uctr/map/index.cfm
University Center Operations Manual:
  http://www.utsa.edu/events/om/uc/index.html
University Center Advisory Council:
  https://utsa.edu/uctr/advisorycouncil_archives/advisory_council.html

YOU are now a part of our story. Help us make new UC history and traditions!
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 the 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.

Association of College Unions International

http://www.acui.org/

Founded in 1914, ACUI is a nonprofit educational organization that brings together college union and student activities professionals from hundreds of schools in seven countries. ACUI enriches them all through education, advocacy, and the delivery of services. You will be given the opportunity to apply to attend regional and national conferences. Applications can be submitted to your direct supervisor for this great development opportunity.

The next national conference is in: SAN ANTONIO, TX April 8-12, 2015

---

1 The statement “Role of the Student Union,” adopted by the Association of College Unions International’s general membership in 1996, is based on the Role of the College Union statement, 1956.
Council for the Advancement of Standards in Higher Education for College Unions
http://www.cas.edu/standards

<table>
<thead>
<tr>
<th>Intellectual Growth</th>
<th>Career Choices</th>
<th>Collaboration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effective Communication</td>
<td>Leadership Development</td>
<td>Social Responsibility</td>
</tr>
<tr>
<td>Enhanced Self-Esteem</td>
<td>Healthy Behavior</td>
<td>Appreciating Diversity</td>
</tr>
<tr>
<td>Realistic Self-Appraisal</td>
<td>Meaningful Interpersonal Relationships</td>
<td>Spiritual Awareness</td>
</tr>
<tr>
<td>Clarified Values</td>
<td>Independence</td>
<td>Personal &amp; Educational Goals</td>
</tr>
</tbody>
</table>

**Expectations**

As a UC student staff member, you were chosen to be a part of a great team. We expect you to follow our motto during every shift:

“I will make every interaction positive and go the extra mile”.

We provide SUPERIOR customer service by:

- Attention to Detail
- Listening & Empathy
- Superior Customer Service
- Quick Responsiveness
- Team work
- Positive Attitude
- Clear Communication

It is standard policy to utilize your services in whatever area is deemed necessary anytime you are scheduled to work. However, you will not be asked to perform any tasks without minimum direction.

You are expected to treat your position at the University Center professionally and responsibly at all times.

The University Center has established standards for the successful performance of your job. Our focus is to provide you with opportunities for leadership development, professional and personal growth. Knowledge of your specific job duties and familiarity with daily task assignments will be acquired primarily through orientation, training (classroom and on-the-job training), and evaluation. Training will include:

- Meet the team
- Review of the handbook
- Payroll Procedures
- Time and Attendance
• Student Affairs Response Training (SART) [http://utsa.edu/students/es/]
• Providing superior customer service
• UTSA Compliance Training: Title IX
• True Colors®
• Area Specific Training

University Center Learning Outcomes

The University Center is committed to all student staff members REACH-ing new knowledge and life skills. As a staff member with the University Center, our expectation is that you will grow and develop in the following:

• **Responsibility** is being aware of expectations, utilizing available resources, and taking ownership for actions. It involves being accountable to self and others through ongoing self-awareness and respectful self-advocacy.

• **Engaged citizenship** is connecting to and serving society for positive impact. It involves embracing cultural differences and maintaining inclusive relationships to improve the well-being of self and others.

• An **Active leader** is someone who is flexible, can incorporate divergent views, create options, and motivate others. It involves effectively communicating, connecting and collaborating with others to effect positive change.

• **Critical thinking** is the ability to effectively analyze and synthesize information. It involves purposefully questioning assumptions, clarifying values, and considering others’ perspective to understand the rationale for decisions, values and opinions. It also involves the effective use of qualitative and quantitative skills to solve problems and promote success.

• **Healthy and balanced living** is based on making good decisions in all aspects of life. It involves understanding academic, personal and professional priorities, as well as the impact that choices have on the physical, mental, social and spiritual aspects of well-being.

We follow the Student Affairs principles in all that we do.

True Colors is the common language within Student Affairs staff. Learn which is your dominant color and that of your co-workers and supervisors to gain new perspective and insight in working with others.
The 4 C’s is the common language within Student Affairs staff. Learn how to CONNECT, CREATE, COLLABORATE, and COMMUNICATE to get the job done.

**UTSA Policies and Procedures**

**Equal Employment Opportunity/Affirmative Action Employer**
As an equal employment opportunity and affirmative action employer, it is the policy of The University of Texas at San Antonio to promote and ensure equal employment opportunity for all individuals without regard to race, color, religion, sex, national origin, age, sexual orientation, disability, or veteran status. The University is committed to the Affirmative Action Program in compliance with all government requirements to ensure nondiscrimination. The UTSA campus is accessible to persons with disabilities. For detailed information about your federal rights to equal employment opportunity, please review: “EEO is the Law” English poster and “EEO is the Law” English poster supplement

Student Code of Conduct [http://www.utsa.edu/infoguide/appendices/b.html](http://www.utsa.edu/infoguide/appendices/b.html)
Disability Acommodations for Employees [http://utsa.edu/hr/EmployeeRelations/ada.html](http://utsa.edu/hr/EmployeeRelations/ada.html)

**UTSA Handbook of Operating Procedures**
4.30 Criminal Background Checks [http://utsa.edu/hop/chapter4/4-30.html](http://utsa.edu/hop/chapter4/4-30.html)
5.07 Use of University Center Facilities [http://utsa.edu/hop/chapter5/5-7.html](http://utsa.edu/hop/chapter5/5-7.html)
5.09 Class Attendance [http://utsa.edu/hop/chapter5/5-9.html](http://utsa.edu/hop/chapter5/5-9.html)
5.18 Travel or Events that Involve Students… [http://utsa.edu/hop/chapter5/5-18.html](http://utsa.edu/hop/chapter5/5-18.html)
9.01 Nondiscrimination and Sexual Harassment and Sexual Misconduct [http://utsa.edu/hop/chapter9/9-1.html](http://utsa.edu/hop/chapter9/9-1.html)
9.18 Drugs and Alcohol [http://utsa.edu/hop/chapter9/9-18.html](http://utsa.edu/hop/chapter9/9-18.html)

**Student Affairs**
Vice President for Student Affairs [http://utsa.edu/students/](http://utsa.edu/students/)
Information for Students [http://utsa.edu/info/students.html](http://utsa.edu/info/students.html)
Excellence in Student Learing (REACH Worksheet) [http://utsa.edu/students/staff/development.html#worksheet](http://utsa.edu/students/staff/development.html#worksheet)
Toolbox for Students [https://www.utsa.edu/students/ombudsperson/toolbox.html](https://www.utsa.edu/students/ombudsperson/toolbox.html)
University Center Policies and Procedures

Employment of Students (Eligibility)
To be eligible for employment with the UC a student must meet the following criteria:

- Be enrolled as a student at The University of Texas San Antonio
- Submit an application online
- Be in good academic standing (at least an overall 2.0 GPA)
- Pass a criminal background check (CBC)
- Pass a disciplinary records review
- Be willing to work flexible hours including nights and weekends

The University Center’s policy for work schedules is 15 hours per week, and no more than 8 hours per day. You may be asked to work extra hours from time to time with a maximum of 19 hours per week.

Work-Study
Work-study positions offer real, on-the-job training and provide important work experience. Expect to treat your work-study job as a professional position – it is a great opportunity to develop skills, network in your field, and build a solid reference for future employment. Work-studies are vital to the University Center’s daily operations and are a valued part of our workforce.

It is important to know that a work-study award is a potential to earn – not a guarantee that you will earn that entire amount. For more information, please visit the Financial Aid Website: http://www.utsa.edu/financialaid/types-of-aid/workstudystudents.html

If during the semester your award is depleted, the UC is not obligated to continue your employment.

The Role of Supervisors
All student employees report to a full-time supervisor. It is your responsibility to contact your supervisor for any situation that may require you to miss work. In addition, your supervisor is responsible for providing you with proper training, work schedules and the following information:

- Orientation check list during your first week
- Sign-in/out instructions
- Validate and sign time sheets
- Communicate all payroll information (times, dates, etc.)
- Disciplinary procedures
- Area job function
- Training

Schedules & Attendance
The UC schedules staff based on the needs of the facility. All student employees are vital in assisting with the daily operations of the facility and respective departments. Thus, it is important to be prompt, in uniform and prepared to work when you come in for your shift.

Schedules
- All staff must turn in a valid class schedule in order to receive a work schedule.
- You may not work at any time you are scheduled to be in class or in a final exam.
- If your class schedule changes, you must notify your supervisor so that your work schedule can be adjusted.
• Please submit your exam schedule to your supervisor as soon as it becomes available. Work schedules will only be adjusted for verified work vs. exam discrepancies.
• Scheduled shifts cannot exceed 8 hours per day and 15 hours per week.
• Once your schedule is published on When to Work, the shift is your responsibility.

**Time Off Requests**
As soon as you are aware of time commitment that will prohibit you from working, submit your request on When to Work at least 2 weeks in advance of the date(s). Your supervisor will review your time off request. Once your schedule is published on When to Work, refer to the Shift Substitutions procedure (below). These are the minimum requirements for all University Center student staff. Due to scheduling variances, your work area may have additional requirements and policies. Please see you area supervisor for more information.

**Late**
If you are unable to report to work, going to be late, or need to exchange shifts it is your responsibility to:
• Contact your supervisor
• If your area uses Trello® for lates/call ins, post this on the SHIFT list to include the date and shift #

**Shift Substitutions**
Once your schedule is posted on When to Work, it is your responsibility to cover that shift. If you did not previously submit a Time Off Request or if your request is denied:
• You must use the scheduling tool to find a replacement to switch and/or cover your shift and notify your supervisor of the request.
• Again, it is your responsibility to have that shift covered for the time off. If it does not get picked up within 48 hours of the date, contact your immediate supervisor.

**Absences**
Should it become necessary to be absent from work, you must call the University Center and speak with your immediate supervisor as far in advance as possible; short notice, except in cases of emergency, is unacceptable. Not calling and not speaking to your supervisor in advance is unacceptable and grounds for immediate disciplinary action, up to and including termination.

**Breaks**
According to UTSA’s Handbook of Operating Procedures 4.29 [http://www.utsa.edu/hop/chapter4/4-29.html]:

E. Rest Periods (Breaks)
   Part-time employees who are scheduled to work three hours or more, but less than a full day, will be afforded the privilege of one 15-minute break.
   1. If taking a break interferes with the performance of an employee’s immediate job responsibilities or the efficiency of the department, the employee may be required to work continuously without a break. Such exceptions should be occasional and only on an as-needed basis.

**Time Clock Procedures**
The University Center requires all staff to sign-in no more than 5 minutes prior to the start of their scheduled shift, and no later than 5 minutes after their shift has ended. If circumstances, such as completing a customer service request, require you to clock out later than 5 minutes after your shift ends, notify your supervisor as soon as possible. Only clock in when you are ready to work and in compliance with uniform policy.

**Pay Periods**
It is your responsibility to keep track of your time and discrepancies daily. Discrepancy Forms (Appendix A, must be turned in no later than noon of the following business day. Timesheets are due EVERY SUNDAY, after your last
shift on or before the 15th, and on or before the last day of the month. It is your responsibility to ensure your time sheet is correct, signed by you and turned in to your supervisor when due. Failure to follow sign-in/out procedures may result in a delayed or missed paycheck. A list of pay dates is available on the UTSA Payroll website located at: http://utsa.edu/payroll/payrollcalendar2.html Remember, your time sheet is your responsibility.

- Pay Period 1: the 1st through the 15th of the month
- Pay Period 2: the 16th through the last day of the month

Clocking In for a Shift

Use the following procedure for clocking in for a scheduled shift:

- Click on the link “Clock In”
- Authenticate using your my.utsa credentials (abc123)
- Verify that you’ve authenticated yourself on the clock in page
- Clock In using the button “Clock In” on the ready to work page
**Clocking Out for a Shift**

Use the following procedure for clocking out for a scheduled shift:

- Click on the link “Clock Out”
- Authenticate using your my.utsa credentials (abc123)
- Verify that you’ve authenticated yourself
- Clock Out using the button “Clock Out” on the ready to work page

Remember, it is your responsibility to make sure you have clocked in and out for each shift. Any discrepancies must be filed no later than noon the next business day (*Appendix A, Error! Reference source not found.*).
Printing a Timesheet for a Pay Period

Use the following procedure for printing a timesheet for a pay period:

- Click on the link “Timesheet”
- Authenticate using your my.utsa credentials (abc123)
- Verify the reporting pay period, by default, the time clock will be set to the current reporting pay period
- Use the “Print Timesheet” button to open an official timesheet for printing
- Verify the PDF timesheet before printing

If you have any pending or unreported discrepancies the “Print Timesheet” button will not be displayed, contact your direct supervisor in order to resolve any discrepancies BEFORE timesheets are due.
Common Time Clock Errors

Kiosk Operation Not Allowed

- **Kiosk Operation Not Allowed**: If you receive this error, you are not using an approved Time Clock Kiosk. Ask your direct supervisor for the correct kiosk location.

- **Timeout reached**: Because the time clock kiosks are a shared computer, if you do not complete a time clock operations (clock in/clock out/timesheet) within 30 seconds, your session will be invalidated and the time clock will return to the home page.

- **Error During Authentication**: The time clock uses UTSA’s my.utsa credentials for authentication. If your password has recently changed, you have been locked out (too many incorrect logins); you will be unable to use the time clock until you have reset your password. Use the links located on the authentication page to reset your password (4). If you feel your credentials are being entered correctly, immediately contact your direct supervisor.
**Work Attire**

Nametags and uniforms are required. As a representative of UTSA, your appearance reflects not only the University Center, but the entire University community as well. For many of your guests, you will be the first contact they have with the University. Therefore, it is imperative that first impressions be positive. Employees who are dressed inappropriately will be relieved from their shift, and, if necessary, disciplinary action will be taken.

**Acceptable Attire**

- UC polo shirt, tucked in and clean
- UC sweatshirt, clean
- Dress pants, khakis, hole-free jeans, knee-length shorts
- Closed-toe shoes. The *Office of Occupational Safety and Health Administration (OSHA)* prohibits the wearing of open-toe shoes in any work environment where a possibility for foot injury is likely. This policy will be strictly enforced.
- Hair should be neat, well-groomed, and clean
- Facial hair must be neat and trimmed
- Issued name tags must be worn at all times on the right side of shirt

**Unacceptable Attire**

- Short shorts (mid-thigh and longer is appropriate)
- Torn, ragged (with or without holes), wrinkled or soiled clothing
- Baseball caps, hats, beanies*
- Sandals, flip flops, and ragged or torn sneakers
- Sweatpants, running pants, nylon pants, yoga pants
- Visible undergarments (to include, but not limited to, baggy pants/shorts)
- Clothing that exhibits non-UC/non-UTSA logos/wording

*Supervisor exceptions permitted during outdoor assignments/inclement weather.

---

**Personal Items**

Personal items including iPods, backpacks and other non-work-related items are not permitted in UC assigned work areas. Personal cell phones may be used for Trello® only. The supervisor can restrict any student from carrying his or her cell phone if the student violates this policy. Every effort must be made to ensure superior customer service.
University Center Security

Each UC student employee will have access to a variety of information, supplies, equipment and other resources that are vital to the success of the department. It is expected that each employee treat those resources as privileges and that they are not misused. Attempted or actual theft of or damage to University or property of a member of the University community is in violation of the student code of conduct and will result in disciplinary action up to and including termination.

Lockers
You may be issued a locker that can be used during your shift. You may also be asked to provide your own lock, depending upon the locker set.

Keys/Swipe Cards
It is the responsibility of every employee to ensure UC keys are safeguarded. Loss of University Center keys or access cards will result in disciplinary action that may include termination.

UC Furniture & Equipment
No furniture or equipment may be removed from the University Center without the expressed permission of the UC Director.

Office Security/Confidentiality
Do not allow students or friends in staff offices, UC corridors, meeting spaces, storage areas or any restricted area of the UC without authorization. These areas are for staff only. You are required to maintain the confidentiality of any sensitive information. Do not disclose any information you hear or see that is deemed confidential.

Do not use a staff member’s office without their permission.

Do not use University Center property for personal use or class-related projects. It is everyone’s obligation to safeguard all University assets. UC equipment and supplies must never be left unattended; failure to abide by these guidelines may result in disciplinary action.

Lost and Found
Items found in the UC should be turned in to the UC Information Desk. If the Info Desk is closed, place item in the Safe Room. Items should be tagged with the date it was found, the location where it was found, and the name of the person who found the it. The Info Desk staff takes all items to UTSA PD within 24 hours. For more information on lost and found items, visit the PD website at [http://utsa.edu/utsapd/Lost_and_Found/Lost_and_Found.html](http://utsa.edu/utsapd/Lost_and_Found/Lost_and_Found.html)
Recognition & Incentives Program

Superstar Recognition Program
The UC is happy to recognize full-time and student staff who perform their duties exceptionally. The UC Student Superstars Award is a monthly nomination process by peers, supervisors and fellow UC team members. Even clients may submit a nomination. Self-nominations will not be accepted. All nominees must be currently employed, in good disciplinary standing and have a 2.0 GPA or higher. Categories for student nominations are Professionalism, Customer Service, Team Work and Performance. Nomination forms are located at the UC time clock and are due on the last day of the month. Winners will be announced after the first Student Staff Development Committee meeting of the month. Winners receive a star of recognition and acknowledgment in the UC newsletter and on the UC Facebook page. Strive to shine brightly on our winning UC team!

Excellence In Service Cards
Excellence in Service cards (EIS) are distributed to those student staff members who display excellence in service to our team, clients, and guests. These are 3-ply forms that can be put into the Superstar nomination box for quick and immediate recognition of excellent service.

Student Staff Appreciation Banquet
The UC hosts an annual banquet to show our appreciation of our student staff members. Food, fun, and awards are handed out for Superstars of the Year in each area to those recognized as monthly superstars and who have exhibited outstanding commitment to service to the University Center.
Accountability and Discipline
As members of the University Center Team, student staff members are held accountable for their actions, their responsibilities, and to our guests. The University Center has specific expectations of its staff and will hold its staff to these expectations. As a student staff member you are not guaranteed continuous employment, as students are appointed on a semester basis. Simply stated your appointment can end at any time during the semester.

- Strikes accumulate for each academic year (1st day of Fall Training).
- Individuals on probation will stay on probation and their discipline record will carry over through the designated date on a Performance Expectation Plan.
- Please note that termination (not recommended) may affect your ability to work on campus as a student/professional in the future.

Each case/incident will be handheld on an individual basis. This list is for example purposes only.

**Strikes**

Strikes are issued by any University Center staff member and approved by the student managers/supervisor of that area. Student managers/supervisors may give verbal warnings for minor infractions. All strikes including verbal warnings are tracked by your area supervisor. The Corrective Action Form must be completed and signed by the employee receiving the strike. Strikes are given for infractions including, but not limited to:

- Out of uniform
- Late for a shift/meeting
- Missing a shift with notice but without coverage
- Inability to follow directions or substandard work performance (attitude, cursing, not performing tasks, lack of detail)
- Working over allotted hours per week, unapproved
- Violation of policy or procedure

**Major Infractions** (may lead to termination of student employment)

- Constitute an immediate meeting with Assistant Director/Coordinator to discuss employment status.
- Options for Probation, Suspension, Demotion or Termination. Major Infractions include but are not limited to:
  - Disregard for safety of others (Fire, Safety, Sanitation, Health)
  - Insubordination – promoting employee discontent
  - Possession, use or sale of weapon, narcotics, alcohol
  - Blatant misuse of property
  - Assault
  - Disruptive behavior in work areas
  - Dishonesty
  - Conflict with supervisor or co-workers, that has a negative impact on the University Center
  - Not showing up for shift/meeting
  - Violation of law, policies, or standards
  - Theft or mishandling of any cash amounts
  - Fraudulent time sheets (stealing time)
  - No call/No show
Consequences
Verbal/written warnings and strikes will be documented on the (Appendix A, UC Student Staff Corrective Action Form).

- **Verbal/written warning**
- 1st Strike: Written notice and a meeting with Student Manager/Supervisor.
- 2nd Strike: Written notice and meeting with Student Manager/Supervisor to discuss and sign a written Performance Expectation Letter (area-specific).
- 3rd Strike: Written notice and meeting with Full-Time Supervisor to discuss employment status.
  - Employees who receive probation, suspension or demotion will receive a Performance Expectation Letter.
  - Employees may appeal in writing the decision. This must be done within 24 hours after the meeting with their Supervisor.

Appeals Process
- Within 24 hours after the probation, suspension, demotion or termination decision, the staff member must provide, in writing, a letter of appeal to the Associate Director over their program area.
- The staff member will be contacted by the University Center to set up a meeting, with the Associate Director in that area, where a decision will be made.
- Appeals on decisions made by the Associate Director must be made in writing to the University Center Director within 24 hours after the meeting. This appeal letter must include the reason for your appeal. The Director will decide if a meeting is necessary or not.

You are responsible for knowing and adhering to the policies and procedures contained within this handbook. A willful failure to follow University Center policies and procedures outlined within this handbook may result in disciplinary action up to and including termination based on the severity of the infraction.
Performance Evaluations & Surveys

The University Centers uses various evaluations and surveys to assess the quality of our training, the personal development of our students, and to evaluate our supervisory staff and working conditions.

Evaluations are conducted in order for the University Center to run smoothly. Staff members need to know they are doing a good job and also need to know areas needing improvement. Evaluations assist the department in making the entire team strive for perfection. The performance evaluation process is designed as a means to assess an employee’s work in relation to the established standards for the position that they hold, provide critical feedback on his or her work performance, provide counseling on areas in need of improvement, to clarify job duties and responsibilities and to aid in promotion, retention and compensation. Performance evaluations may be used as a basis for re-hire for the upcoming semester.

The evaluation will be used to determine if a staff member will receive a merit raise during the upcoming academic year. Only staff members hired prior to October 1st of each year will be eligible for a merit raise in upcoming academic year.

Job Assessment – Evaluations & Surveys

The University Centers uses various evaluations and surveys to assess the quality of our training, the personal development of our students, and to evaluate our supervisory staff and working conditions.

30-Day Probationary Evaluation

This evaluation is used to assess your work performance, identify areas in need of improvement and/or additional training. All student positions are subject to review if the 30-Day Probationary Evaluation (Appendix A, Error! Reference source not found.) is undesirable. A 60-Day Probationary Evaluation may be performed at the supervisor’s discretion.

End of Semester Evaluation

Supervisors are expected to conduct end of the semester evaluations for all student employees. The performance evaluation process is designed to provide a means to evaluate an employee's work in relation to the pre-established standards for the position, provide feedback to the employee about his or her work performance, provide counseling on areas in need of improvement to clarify job duties and responsibilities, and to aid in promotion, retention and salary decisions used in the merit review process. Performance evaluations should also identify training needs for the employee. (Appendix A, End of Semester Evaluation)

Performance criteria:

- Dressed appropriately for work.
- Friendly, courteous and displays a favorable image of the University Center.
- Can be depended upon to learn and carefully follow outlined job procedures.
- Fulfills assigned shifts, arrives on time or finds a substitute.
- Informs professional staff when problems occur that may impact the University Center.
- Accepts suggestions and welcomes constructive comments, seeks to improve.
- Attends staff meetings and training workshops.
- Performs duties conscientiously, requires little checking.
- Anticipates potential problems and acts to prevent them, ensuring safe activity areas.
- Maintains a positive attitude towards the job, co-workers and guests.

You may also be required to complete the following surveys and self-assessments:

1. End of Employment Evaluation
2. UC Learning Outcomes (Excellence in Student Learning (REACH Worksheet)
   http://utsa.edu/students/staff/development.html#worksheet)
3. Self-Assessment
Appendix A – University Center Forms
University Center Staff Creed

The University Center encourages student leadership, learning, and skills within our student employment program. We are dedicated to enhancing the campus experience by challenging student employees to achieve their personal best. The following items are essential to ensure success in meeting our mission and goals. These items remind us how we can contribute to the most comfortable atmosphere for our clients and guests, as well as how to be successful in providing the highest quality of work possible.

Client Based Responsibilities:
- Greet clients and guests with a smile (a smile is part of your uniform)
- Maintain clear communication (make eye contact)
- Never say ‘I don’t know’ (if you cannot answer a question find someone who can)
- Know all the aspects of your job
- Maintain a personal people-oriented attitude (be friendly)
- Be able to listen to a client, clarify the problem, and work with the client to find a win/win situation
- Show your appreciation for being given the opportunity to do business with the client
- Use critical thinking skills to be proactive

Personal Responsibilities:
- Be prompt and ready to work
- Maintain an elevated attention to detail
- Strive to make our workplace better
- Take pride in your job and in the UC
- Be honest and trustworthy at all times
- Respect the condition of our equipment and resources
- Maintain good working relationships
- Maintain good communication with all supervisors

Each UC student employee will have access to a variety of information, supplies, equipment and other resources that are vital to the success of the department. It is expected that each employee treat those resources as privileges and that they are not misused. The following information is a general overview of those resources and how they are to be used:

Upon being hired by the University Center, a responsibility is taken on to uphold and follow the standards set forth in the University Center Student Employee Manual. I agree that I will abide by all policies and procedures as outlined in this handbook and my area handbook. I agree to put forth 100% effort in following the policies set forth in the Employee Handbook as well the duties stated in this document. My signature indicates that I have access to the various manuals I am responsible for knowing, that I agree to hold myself responsible for the contents therein, and that upon request of my supervisor I will release my official grade report for each mid-term and end of term.

Name: ____________________________ Date: ____________________________
(Print Clearly)

Signature: ____________________________ UC Area: ____________________________
University Center
Discrepancy Form

USE ONLY ONE FORM FOR EACH DAY
Whenever your scheduled work hours differ from your actual work hours, you must complete a Discrepancy Form and have it signed by your supervisor or designated supervisor.

Staff Name: __________________________ abc123: __________________

Supervisor Name: __________________________ Work Area: ______________

DISCREPANCY OCCURRED ON: (CIRCLE WEEK DAY AND WRITE DATE)
SUNDAY MONDAY TUESDAY WEDNESDAY THURSDAY FRIDAY SATURDAY

DATE: __________________________

HOURS SCHEDULED TO WORK:

<table>
<thead>
<tr>
<th>SHIFT 1</th>
<th>FROM</th>
<th>TO</th>
<th>AM or PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SHIFT 2</th>
<th>FROM</th>
<th>TO</th>
<th>AM or PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

MY ADJUSTED TIME IS AS FOLLOWS:

<table>
<thead>
<tr>
<th>Shift # 1</th>
<th>Hours worked FROM</th>
<th>TO</th>
<th>AM or PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ TIME CLOCK SYSTEM DOWN (MUST NOTIFY SUPERVISOR) ☐ FORGOT TO CLOCK IN/OUT* ☐ OTHER

MUST STATE REASON:

____________________________________________________________________

<table>
<thead>
<tr>
<th>Shift # 2</th>
<th>Hours worked FROM</th>
<th>TO</th>
<th>AM or PM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

☐ TIME CLOCK SYSTEM DOWN (MUST NOTIFY SUPERVISOR) ☐ FORGOT TO CLOCK IN/OUT* ☐ OTHER

MUST STATE REASON:

____________________________________________________________________

* NOTE: FAILING TO LOG IN/OUT WILL RESULT IN DISCIPLINARY ACTION, WHICH MAY INCLUDE TERMINATION OF EMPLOYMENT

DATE

STAFF'S SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE

Revised 08/13

REVISED: 9/5/2014
Student Employee Corrective Action

Name: _____________________________  Banner ID#_________________  Date: ____________________________________

Position: __________________________  Supervisor: __________________________________

Shift Date:_________________  Shift Time: ___________________  Work Area: ___________________

Corrective Action:
☐ Verbal / Written Warning

☐ 1st Strike: Written notice and a meeting with Supervisor.

☐ 2nd Strike: Written notice and meeting with Supervisor and sign a written Performance Expectations Letter.

☐ 3rd Strike: Written notice and meeting with Supervisor to discuss employment status. Employees who receive probation, suspension or demotion will receive a Performance Expectations Letter.

☐ Probation
☐ Suspension
☐ Demotion
☐ Termination

Description of Offense:
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________

Plan for Improvement:
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________

Supervisor’s Comments:
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________

Acknowledgement of Receipt of Corrective Action
By signing this form, you acknowledge and confirm your understand the information in this warning. You also confirm that you and your supervisor have discussed the warning, reviewed all applicable polices, and discussed a plan for improvement. Signing this form does not necessarily indicate that you agree with this warning.

Student Signature ___________________________  Date/Time _______________________

Supervisor Signature ___________________________  Date/Time _______________________

To be completed by UC Business Office Staff only

Copy submitted to student employee file  Date ____________
Copy provided to the UC Director (2nd or 3rd strike)  Date ____________
# UC Student Staff 30 Day Probationary Evaluation

**Student Name** ___________  **Banner ID** ___________

**Exact Dates:**  From: _________ to _________  **Term** ___________

**Work Assignment:** ____________________________________________

Please circle the appropriate number:

<table>
<thead>
<tr>
<th></th>
<th>Poor 1</th>
<th>Remedial 2</th>
<th>Standard 3</th>
<th>Good 4</th>
<th>Excellent 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Job knowledge</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>2.</td>
<td>Quality of work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>3.</td>
<td>Follow through on constructive feedback</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>4.</td>
<td>Attendance/Tardiness at work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>5.</td>
<td>Ability to work with others/teamwork</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>6.</td>
<td>Dependable &amp; cooperative (good attitude)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>7.</td>
<td>Learns quickly and easily</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>8.</td>
<td>Completes tasks in a timely manner</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>9.</td>
<td>Displays good communication skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>10.</td>
<td>Use of media technology</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

0 – 14 = Poor  15 – 29 = Remedial Training  30 – 39 = Standard  40 – 49 = Good  50 = Excellent  Total: __________

**Date completed by supervisor** ________________

**Recommendation:**

____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________
____________________________________________________________________________

Student Signature ___________________________ Date ________________

Supervisor Signature _________________________ Date ________________

Form will be filed with UC Administrative Office.

**UTSA University Center: Building Community, one Roadrunner at a time!**
# Student Staff Job Performance Evaluation

**Name:** _____________________________  
**Banner ID#**_________________  
**Date:** _______________________

**Position:** _________________

**Supervisor:** ________________________

**Work Area:** ___________________

**Employment Dates:**

**From:**

**To:**

---

### REACH PERFORMANCE AREAS

<table>
<thead>
<tr>
<th>Area</th>
<th>Unacceptable</th>
<th>Remedial</th>
<th>Standard</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exhibits UC customer service philosophy (smiles, courteous, delivers quickly)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Attendance at work (punctual, prepared to work, adheres to schedules, participates as required)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Appearance (wears appropriate attire, stays well groomed, shirts cleaned, tucked, and pressed)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Job knowledge (adheres to area specific training and standards)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Quality of work (attention to detail, appropriate policies and procedures applied)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Dependable (performs duties consciously, requires little supervision)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td><strong>Engaged Citizenship</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understands and follows through on constructive feedback and direction; learns and adapts knowledge (follows directions, asks appropriate questions for clarification)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Works with others (teamwork)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Interaction with full-time staff &amp; supervisors (respects all staff equally, follows chain of command)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Anticipates potential problems and acts to prevent them, ensuring safe environments for staff and guests</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td><strong>Active Leadership</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooperative (good attitude, remains flexible to a changing work environment)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Proactive: Informs professional staff when problems occur that may impact the UC/guests</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Effective Communication (in-person, on telephone, 2-way radio; taking and relaying messages)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td><strong>Critical Thinking</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enforces policies and procedures related to job area</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Self Motivation (requires little supervision and follow-up, shows initiative, offers solutions)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Attention to details in work (work is neat and completed on time without errors)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Initiative: Generates new ideas for the good of the UC, services, staff and guests</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td><strong>Healthy &amp; Balanced Living</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Works proactively (completes tasks reliably, does not let down peers)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Management of time while on duty (Improper use of personal phone and internet)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Development: Attends training workshops, conferences, and one-on-one meetings</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

---

**Total Points for Each Column**

**Key:** Unacceptable (1-20); Remedial (21-41), Standard (42-62); Good (63-83); Excellent (84-100)

---

**SCORE**

---

**Student Signature:** _____________________________  
**Date:** _______________

**Supervisor Signature:** _____________________________  
**Date:** _______________

---

*To be completed by Area Supervisor:*

Copy submitted to student employee file in Business Office  
Date _______________

Added to employee spreadsheet  
Date _______________

---

**Revised 10/16/14**
Regional/National Conference – Student Application

Application deadline: 30 Days prior to Regional / 60 Days prior to National

Submit completed applications to your immediate supervisor.

Name

Banner ID#

Local Phone

Email address

Alternate Phone

Please check class standing during [year] academic year:

☐ Freshman (0-29 hours)
☐ Sophomore (30-59 hours)
☐ Junior (60-89 hours)
☐ Senior (90+ hours)
☐ Graduate Student

GPA as of [Semester/Year]:

Expected Graduation Date:

Have you represented the UC at a regional/national conference in the past? ☐ No ☐ Yes

If yes, list conference/date(s):

Please answer the following questions (typed):

1. Why would you be an ideal candidate to attend this conference?

2. What benefit will you receive from attending this conference?

3. What are your future goals and aspirations?

4. How will your attendance benefit the university, department and other student staff in the University Center?

I understand that this application is not a guarantee that I will be selected to attend the [Name/Year] Conference. This application is the initial screening step for the selection process. I furthermore promise that all information included on this application is current and correct as of the date signed. I understand that if any of this information changes between the date signed and the date I receive official notification from University Center my status, I will forward that information as soon as possible. **I understand only typed applications will be accepted and that this is a non-paid student development opportunity.**

Conference Student Applicant Signature

Date Signed

Revised 10/16/14
Appendix B – Safety
**Emergency Response Guide**

**Emergency Numbers**
Always inform University Center full-time staff in an emergency. This will enable them to:
- Assist the emergency responders
- Provide directions to your office or the location of the incident
- Make sure all the appropriate people are contacted
- Provide you with additional help if needed

<table>
<thead>
<tr>
<th>Emergency</th>
<th>University Police, Fire, Ambulance</th>
<th>x4911 or 458-4911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-Emergency</td>
<td>University Police</td>
<td>458-4242</td>
</tr>
<tr>
<td></td>
<td>Counseling Service</td>
<td>458-4140</td>
</tr>
<tr>
<td></td>
<td>Student Health Services</td>
<td>458-4142</td>
</tr>
</tbody>
</table>

**Reporting an Emergency**
When reporting an emergency, work with the Student Manager or UC Full-Time Staff and be prepared to provide the following information:
- State your name and “This is an emergency.”
- Tell the University Police dispatcher
  - The nature of the emergency
  - The quantity and condition(s) of the victim(s)
  - Your name
  - The phone number for the University Center (563-9798)
  - Your location (UTSA University Center)
  - The location of the situation (inside the facility, room number, etc.)
  - The area that a staff person will meet emergency medical personnel
  - UTSA University Center
  - Main campus – just east of the Convocation Center and north of Ximenes Ave. Garage.
- Do not hang up until you are told to do so or unless there is an immediate threat to your safety.
- If the victim is conscious, ask their permission before calling University Police. The victim should authorize calling the ambulance if s/he is able to do so. If the victim is a minor (17 or under), and accompanied by a parent or adult guardian, obtain the parent or guardian’s permission to make the emergency call.
- If the victim is unconscious, consent is assumed—call University Police. Never sign any forms from the emergency medical services team which may make you liable for payment of emergency services.
- Make sure that the full-time staff in the building are alerted of the situation. Call them on the radio ASAP!
- If not already on the scene, call the appropriate full-time staff.

**Emergency Websites**
- UTSA Community Response Guide: [http://utsa.edu/utsapd/BCEM/CERG/index.htm](http://utsa.edu/utsapd/BCEM/CERG/index.htm)
- Campus Alerts: [http://alerts.utsa.edu/](http://alerts.utsa.edu/)
- Witness a Crime: [http://utsa.edu/utsapd/forms/witness.cfm](http://utsa.edu/utsapd/forms/witness.cfm)
- Active Shooter video: [http://utsa.edu/utsapd/](http://utsa.edu/utsapd/)
- Personal Safety: [http://utsa.edu/utsapd/](http://utsa.edu/utsapd/)
Emergency Response Guide

Location of Emergency Equipment

First Aid

Main First Aid kit is located:
UC Break Room

Small First Aid kits (with limited bandages, latex gloves, gauze pads, CPR microshields, etc.) are located:
- Small Storage behind Denman (UC 2.04.06)
- Big Storage behind Willow (UC 2.03.12)

Fire Extinguishers

University Center North (formerly UC I)

1st Floor
- Ski Lounge next to Fireplace
- Hall between Food Court and Ski Lounge next to ATM
- Under TV in Food Court 1.01.16C
- By Men’s Restroom near Catering Office

University Center North (formerly UC II)

1st Floor
- North Entrance across from Restrooms 1.02.16
- South Entrance facing Stairs (South Park Lounge) 1.02.04
- Supply closet 1.04.04B
- Loading Dock behind Bookstore 1.04.06A
2nd Floor
- North Stairwell next to Student Life 2.02.S2
- East Entrance by Career Services 2.02.04
- Next to Anaqua in common area 2.03.08
- Across from Chicano-Cultural 2.01.40
- Back Corridor, across from Facility Services Closet 2.03.14
- Behind Retama, on way to AV Room 2.04.02

H-E-B University Center (formerly UC III)

1st Floor
- Across from 1.006A
- In Ballroom 1 and 2—1.106-3, 1.104-4
- 2 located in the UC Kitchen behind the Ballrooms 1.422B
- Next to the Bexar 1.102
- Next to Student Activities 1.108
2nd Floor
- In the Roost Gameroom across from the pool tables 2.402
- Across from Travis and Harris 2.202, 2.212
Location of Emergency Equipment

Red Fire Alarm Pull Stations

University Center North (formerly UC I)

1st Floor
- By exit in Food Court 1.00.52
- By South entrance, across from Info 1.00.02
- Next to panic door on South West exit 1.00.56
- Next to exit Chili’s Too 1.01.02

2nd Floor
- By ladder racks outside of Denman 2.01.28D
- On both sides of the elevator, in front of the Denman 2.01.24/2.01.28
- Next to the exit by Inclusion and Community Engagement 2.01.04D

University Center North (formerly UC II)

1st Floor
- On left side next to both North (1.04.02) and South Exits (1.00.36)
- By elevator next to UC Programing 1.02.12
- By loading dock door, across from service elevator 1.04.08

2nd Floor
- Behind Retama, in service corridor 2.03.S1
- In front of Magnolia 2.01.32

H-E-B University Center (formerly UC III)

1st Floor
- Near the doors of both Ballrooms 1 and 2—1.104 and 1.106
- Exit doors by Ballrooms back-of-house
- Near Student Activities Complex 1.210
- Near sliding doors

2nd Floor
- Two in the Roost 2.220
- Two located in the Alamo Lounge
- Next to Tejas Lounge 2.208
- Next to exit by Hidalgo 2.214
# Emergency Response Guide

## Emergency Exits and Areas of Assembly

<table>
<thead>
<tr>
<th>Area</th>
<th>Primary Exit</th>
<th>Secondary Exit</th>
<th>Assembly</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>University Center North (formerly UC I)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Denman, Pecan, Mesquite Rooms</td>
<td>Doors by Denman, outside stairs</td>
<td>Exit by Ski Lodge</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td>Oak Room</td>
<td>Exit by ICE</td>
<td>Down inside stairs, exit by Chili’s Too</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td>2nd Floor Restrooms</td>
<td>Exit by ICE</td>
<td>Down inside stairs, exit by Chili’s Too</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td>Food Court</td>
<td>Exit through Food Court</td>
<td>South Main exit</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td>Catering Office</td>
<td>Through South Main exit</td>
<td>Exit by Chili’s Too</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td>Ski Lodge</td>
<td>Through South Main exit</td>
<td>Exit by Chili’s Too</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td>1st Floor Restroom</td>
<td>Front entrance to Chili’s Too</td>
<td>Exit through rear exit to Chili’s Too</td>
<td>Convo East Lawn</td>
</tr>
<tr>
<td><strong>University Center North (formerly UC II)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Office Suites</td>
<td>South Galleria Doors</td>
<td>North Galleria Doors</td>
<td>North of Fiesta Dancers</td>
</tr>
<tr>
<td>1st Floor Rest Rooms</td>
<td>South Galleria Doors</td>
<td>North Galleria Doors</td>
<td>North of Fiesta Dancers</td>
</tr>
<tr>
<td>1st Floor Galleria Common Areas</td>
<td>South Galleria Doors</td>
<td>North Galleria Doors</td>
<td>North of Fiesta Dancers</td>
</tr>
<tr>
<td>2nd Floor Galleria</td>
<td>East Galleria Doors</td>
<td>Exit doors by Magnolia, then stairs</td>
<td>North of Fiesta Dancers</td>
</tr>
<tr>
<td>Retama, Willow</td>
<td>East Galleria Doors</td>
<td>Exit doors by Student Life, then stairs</td>
<td>North of Fiesta Dancers</td>
</tr>
<tr>
<td>South of Retama Meeting Rooms</td>
<td>Doors by Magnolia, by staircase</td>
<td>East Galleria Doors</td>
<td>North of Fiesta Dancers</td>
</tr>
<tr>
<td><strong>H-E-B University Center (formerly UC III)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paseo Offices</td>
<td>Front Paseo Exit</td>
<td>Back Exit, Door to the left</td>
<td>Crespa Walk</td>
</tr>
<tr>
<td>Honors Alliance</td>
<td>Back Hall Exit</td>
<td>Exit to left Building Exit</td>
<td>Crespa Walk</td>
</tr>
<tr>
<td>Student Activities 1st floor</td>
<td>Hall Exit</td>
<td>West Exit near Convocation Center</td>
<td>Crespa Walk</td>
</tr>
<tr>
<td>Ballroom 1 &amp; 2, Bexar</td>
<td>Hall Exit</td>
<td>West Exit near Convocation Center</td>
<td>Crespa Walk</td>
</tr>
<tr>
<td>2nd Floor Student Activities</td>
<td>Staircase in front, West Exit</td>
<td>Exit near Alamo Lounge</td>
<td>Crespa Walk</td>
</tr>
<tr>
<td>2nd Floor Rooms</td>
<td>Exit to Paseo, outside stairs</td>
<td>Staircase in front, West Exit</td>
<td>Crespa Walk</td>
</tr>
<tr>
<td>Roost</td>
<td>Exit to Paseo, outside stairs</td>
<td>N/A</td>
<td>Crespa Walk</td>
</tr>
</tbody>
</table>
**Bomb Threat Checklist**

If a someone phones in a bomb threat use the following form as a *guide while you alert full-time staff or police about the threat*:

---

**BOMB THREAT CHECKLIST**

**INSTRUCTIONS:** When a bomb threat comes into your work area by telephone, print this sheet and fill it out.

**Step One: CALL COMES IN**

<table>
<thead>
<tr>
<th>Date</th>
<th>Exact Time</th>
<th>Length of Call</th>
</tr>
</thead>
</table>

**Step Two: QUESTIONS TO ASK**

1. When is the bomb to explode?
2. Where is the bomb located?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. Where are you calling from?
9. What is your address?
10. What is your name?

**Step Three: DESCRIPTION OF CALLER**

<table>
<thead>
<tr>
<th>Sex of caller</th>
<th>Male</th>
<th>Female</th>
<th>Race</th>
<th>Age</th>
</tr>
</thead>
</table>

- Description of caller's voice:
  - Calm
  - Slow
  - Crying
  - Slurred
  - Stutter
  - Deep
  - Loud
  - Broken
  - Gigling
  - Accented
  - Angry
  - Rapid
  - Stressed
  - Nasal
  - Lisp
  - Excited
  - Disguised
  - Sincere
  - Squeaky
  - Normal

- Description of Threat Language:
  - Well Spoken
  - Taped Recorded
  - Message read by caller
  - Incoherent
  - Foul / Irrational

- If voice is familiar, whom did it sound like?

**Step Four: BACKGROUND NOISES**

- Street noise
- Crocker
- Voices
- PA System
- Music
- House Noises
- Long Distance
- Motors (car/bike)
- Office Machinery
- Factory Machinery
- Animal Noises
- Clear/No Noise
- Static
- Local
- Telephone Booth

Any other background noises?

**Step Five: YOUR INFORMATION**

<table>
<thead>
<tr>
<th>Your Name</th>
<th>Your Position</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Telephone number call was received

**Step Six: CALL UNIVERSITY POLICE**

- Call 911 or 4911 from a campus telephone
- Call 458-4242 from an off-campus telephone

---

**KEEP THIS FORM AND GIVE TO THE RESPONDING UTSA POLICE OFFICER!**

Write down any other important information about the call on the reverse side of this sheet.
Active Shooter Tips

Coping With an Active Shooter Situation

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you are in an office, stay there and secure the door
- Attempt to take the active shooter down as a last resort

Profile of an Active Shooter

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area, typically through the use of firearms.

Characteristics of an Active Shooter Situation

- Victims are selected at random
- The event is unpredictable and evolves quickly
- Law enforcement is usually required to end an active shooter situation

Contact your building management or human resources department for more information and training on active shooter response in your workplace.

Call 911 When it is Safe to Do So

How to Respond When an Active Shooter is in Your Vicinity

1. Evacuate
   - Have an escape route and plan in mind
   - Leave your belongings behind
   - Keep your hands visible

2. Hide Out
   - Hide in an area out of the shooter’s view
   - Block entry to your hiding place and lock the doors
   - Silence your cell phone and/or pager

3. Take Action
   - As a last resort and only when your life is in imminent danger
   - Attempt to incapacitate the shooter
   - Act with physical aggression and throw items at the active shooter

Call 911 When it is Safe to Do So

How to Respond When Law Enforcement Arrives

- Remain calm and follow instructions
- Put down any items in your hands (i.e., bags, jackets)
- Raise hands and spread fingers
- Keep hands visible at all times
- Avoid quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating

Information

You should provide to law enforcement or 911 operator

- Location of the active shooter
- Number of shooters
- Physical description of shooters
- Number and type of weapons held by shooters
- Number of potential victims at the location

http://www.dhs.gov/xlibrary/assets/active_shooter_pocket_card.pdf