Welcome to the Student Union!

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

Welcome to our team! As an employee you are very valuable part of our team. As a team player it is your responsibility to provide a safe and enjoyable experience for everyone who uses our buildings and its services. Providing a positive experience for the campus community and visitors is dependent on the knowledge and professionalism from the Union staff.

When hired, you assumed the responsibility to actively engage in learning. While learning in your staff role, it is our hope that you will recognize and enjoy the important role you play in providing others a quality experience in the Union. This handbook will provide the tools you will need to be a successful member of our team. We look forward to working with you!

A Letter from the Executive Director...

I would personally like to welcome you to the Student Union! We are delighted that you have chosen to join the Student Union family! It’s a very exciting time for the Union as we continue to provide excellence in service and programs for all UTSA students. We pride ourselves on being the “Heart of Student Life”. You will be a great asset to our team, and we look forward to positive relationship that will contribute to your personal and professional development for years to come.

There is always a lot to learn on a new job, not just about the work - but also about our culture and organizational procedures. We want you to know that we are all very anxious to see you succeed and there will be plenty of opportunity for you ask questions and receive thorough and detailed training.

In closing, I would like you to know that you, as part our team, are our most important and greatest asset. We could not accomplish what we do every day without you. I’m very pleased to welcome you to the Student Union and I look forward to working with you!

Herb Ganey, Student Union Executive Director

SERVICE + SKILLS = SU Familia
**Student Union History**

In 1969, the Texas Legislature created The University of Texas at San Antonio (UTSA) as a component of the University of Texas System. The master plan, approved in 1970, did not include a student union. By 1979, enrollment at the University topped 9,000 and activities and events were scattered around the campus. A student referendum in November 1979 approved the establishment of a University Center organization which would offer co-curricular activity space for the University’s students. The University Center was pictured as a gathering place for the university community and the focal point for programs, meetings, dining, and relaxation for students, faculty, staff and university guests.

Construction of a 38,000 square foot building to be known as the University Center Phase I began in July 1984. Opening in July 1986, the new University Center featured a main lounge, several meeting rooms, a multi-purpose room banquet hall, a student activity complex, a recreation room (the Roost), and food services.

In 1993, the building program for Phase II, an addition to Phase I of the UC, was established and approved. Representing the needs of the student body, the Student Government Association (SGA) played an important role in the design process. The design called for an addition 100,000 square feet. When the expansion opened in 1996, included was a 16,000 square foot bookstore, 7,485 square foot student activities complex, the Retama auditorium (350 seat, tiered-style theatre), several more meeting rooms.

In 2003, the student body approved by referendum the construction of a UC expansion scheduled to open in 2008. The building program for Phase III, a primarily student-driven project, included a 650-seat ballroom, meeting rooms, wireless internet, entertainment areas, lounge space, and more space for the 330+ student organizations at UTSA.

In 2019, the name was officially changed to UTSA’s Student Union. Today’s Student Union is the hub of student organizations and activities, a vibrant and vital piece of the UTSA campus.

<table>
<thead>
<tr>
<th>Year</th>
<th>Event</th>
</tr>
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<tbody>
<tr>
<td>1986</td>
<td>Union Phase I was built (38,000 square ft.)</td>
</tr>
<tr>
<td>1996</td>
<td>Union Phase II was built (98,000 square ft.)</td>
</tr>
<tr>
<td>2008</td>
<td>Union Phase III was built (59,000 square ft.)</td>
</tr>
<tr>
<td>2009</td>
<td>The Union hosted the 1st wedding reception</td>
</tr>
<tr>
<td>2010</td>
<td>The Union hosted the ACUI Regional Conference</td>
</tr>
<tr>
<td>2013</td>
<td>Union I &amp; II were renamed Union North</td>
</tr>
<tr>
<td>2013</td>
<td>Union III was renamed H-E-B Student Union</td>
</tr>
<tr>
<td>2016</td>
<td>Retama renovated to be largest auditorium</td>
</tr>
</tbody>
</table>

YOU are now a part of our story. Help us make new Student Union history and traditions!
Role of the College Union

Association of College Unions International
Founded in 1914, ACUI is a non-profit 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. Through employment with the SU, you will be given the opportunity to apply to attend regional and national conferences.

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.

For more information on ACUI, visit http://www.acui.org/.

Council for the Advancement of Standards in Higher Education for College Unions
The SU also follows the CAS standards as an active role in your co-curricular experience. These standards help to ensure we are incorporating valuable skills in your employment with the SU, including but not limited to leadership development, collaboration, social responsibility and effective communication.

For more information on CAS, visit http://www.cas.edu/standards.
Our Student Union 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 educational mission of the University by encouraging participation in educational, cultural, and recreational activities, and by offering opportunities for personal and professional development.

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

Our Student Union 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.

University Reporting Structure
[Click](#) to view the Academic Affairs organizational chart.
To view the Student Union organization chart, visit our website at [http://www.utsa.edu/studentunion/](http://www.utsa.edu/studentunion/).
As a Student Union employee, YOU represent UTSA under this hierarchy structure:
The audiovisual team’s AV TECs (Technical Event Crew) are responsible for ensuring day-to-day operations of the Student Union are conducted with accuracy, urgency, and with positive and superior service. The team will be responsible for the setup, operation and troubleshooting of audio/visual equipment in live events in the Student Union. AV TECs must exemplify the Student Union mission, vision and values being professional, courteous, positive and ethical in every interaction and task.

The Events Management & Conference Services Team serves the campus through space reservation and coordination of on-campus events, for Student Union and most space on the Main and Downtown campuses. EMCS reserves and greets over 20,000 events and meetings per year. This area excels in critical thinking, detail-orientated and providing exceptional customer service to our clients and guests.

The Information Desk Team oversees the operation of the Info Desk on the Main Campus. The Info Desk provides services such as Study Room check-out, Lactation Room check-out, complimentary beverages, Golf Cart reservations, lost and found, and providing directions and answering general questions. The Info Desk team strives to provide the highest customer service possible to assist guests within the Student Union.
The Marketing & Design Team coordinate the strategic marketing for all Student Union events and offices. Marketing services include graphic design, printing, social media, video production, digital signage, and web presence. The marketing staff is a creative team excited to promote all of the amazing resources the Student Union has to offer.

The Operations Team is responsible for the physical spaces that make up the Student Union. This includes the maintenance, cleaning, and ongoing enhancement of the SU. Additionally, Operations is tasked with the setup and tear down for the more than 18,000 events that take place within SU spaces each year.

The RRXP/BO Assistants support the Student Union Business Office and with daily operations at the Roadrunner Express store, as well as provide exceptional customer service to the campus and community. The position will be responsible for collecting money from customers in exchange for items or services, provide change, balances drawer, and processes card transactions. As well as provide general office support including answering telephones, filling, making copies, scanning and sending faxes. They are an important element and should be self-motivated learners, problem solvers and be able to multitask in a fast-paced environment.

The Roadrunner Pantry Team serves students providing food to our students in need on campus. The Roadrunner Pantry opened in March 2017 and serves thousands of Roadrunners in feeding student success. This area is dedicated to serving others with kindness and respect and care about helping fellow students succeed by operating a food pantry providing basic food needs.
CAMPUS RESOURCES

It is the responsibility of student staff to read, understand and comply with all University policies and procedures.

Here are some resources:

- Academic Calendar https://www.utsa.edu/registrar/files/AcademicCal.pdf
- Apply for Graduation https://onestop.utsa.edu/graduation/applying-for-graduation/
- Automated Student Access Program ASAP
- Disability Accommodations for Employees http://utsa.edu/hr/EmployeeRelations/ada.html
- Equal Employment Opportunity https://www.utsa.edu/eos/
- Federal Work Study https://onestop.utsa.edu/financialaid/types/work-study/
- Handbook of Operating Procedures http://www.utsa.edu/hop/
- Payroll Calendars https://www.utsa.edu/payroll/calendars.cfm
- Student Code of Conduct http://www.utsa.edu/infoguide/appendices/b.html
- Supplemental Instruction https://www.utsa.edu/trcss/si/
- UTSA Mobile App http://www.utsa.edu/mobileapp

SU CONTACTS

Student Union

- Website: http://www.utsa.edu/studentunion/
- Map: http://www.utsa.edu/studentunion/map/index.html
- Advisory Council: http://www.utsa.edu/studentunion/about/advisory-council.html
- To call an extension from off-campus, dial 210-458-xxxx:

<table>
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<tr>
<th>Name</th>
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<th>Extension</th>
<th>Name</th>
<th>Title</th>
<th>Extension</th>
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<tr>
<td>Herb Ganey</td>
<td>Executive Director</td>
<td>6959</td>
<td>Information Desk</td>
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<td>Chenoa Dean</td>
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<tr>
<td>DeShanna Rider</td>
<td>Associate Director</td>
<td>4776</td>
<td>Liz Rockstroh</td>
<td>Associate Director</td>
<td>5099</td>
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<tr>
<td>Rebekah Reyes</td>
<td>Account Technician</td>
<td>6982</td>
<td>Tabitha Smith</td>
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<td>Iris Montoya</td>
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<td>Events Management</td>
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<td>David Marquis</td>
<td>Assistant Director</td>
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<td>Events Management</td>
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<td>8123</td>
<td>Darrick Nimble</td>
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<tr>
<td>Nikki Lee</td>
<td>Sr. Associate Director</td>
<td>4150</td>
<td>Vacant</td>
<td>Event Specialist</td>
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<tr>
<td>Yolanda Gutierrez</td>
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<td>6845</td>
<td>Events Mobile</td>
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<td>Andrea Brown</td>
<td>Sr. Events Manager</td>
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<td>Douglas Carter</td>
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<td>Jessica Stanford</td>
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<tr>
<td>Mia De Leon</td>
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<tr>
<td>Events Mobile</td>
<td>Main Campus</td>
<td>563-9798</td>
<td></td>
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</tbody>
</table>

UTSA Emergency 4911  Weather Notifications 7669
SERVICE & SKILLS

UTSA®
Student Union
**Marketable Skills**

Through your employment with the SU, we expect you to excel in your job knowledge and enhance your professional development as part of your co-curricular experience at UTSA. Job knowledge is crucial to your success as a student staff member in the Union. Have fun, develop your skills with every opportunity and engage in your co-curricular experience!

Learning your job while developing leadership and life skills is a vital part of your employment experience with us. Approach your work with a positive attitude and make an effort to continue to learn outside of the classroom. Our team has the responsibility of ensuring that student employees become effective contributors to the UTSA community and prepare with the skills that will prepare you for your career after graduation. As a result of your employment at the Union, you will develop skills outside the classroom that can be articulated to future employers. Skills we are committed to help you develop include:

**Learning Outcomes**

As a result of training with the Union, student employees will be able to perform their job functions in line with the Student Union Mission, Vision, and Core Values. Students will be able to:

- Utilize available resources and take ownership in order to answer questions related to services offered in the Student Union.
- Effectively communicate through all forms of expression, including the written word, speech, and technology.
- Embrace cultural differences and demonstrate an appreciation for a diverse community.
- Articulate how their personal strengths apply to both their Student Union position and future career path.
- Exhibit professionalism by being an effective team player and collaborating with others to effect positive change.
- Utilize problem-solving skills to effectively analyze information in order to make rational decisions and promote success.
- Practice effective time management and organizational skills through being punctual and prepared, effectively planning projects and events, and maintaining student/work balance.

**Leadership Skills**

- Initiative
- Teamwork
- Communication
- Time Management
- Active Listening
- Problem Solving
- Critical Thinking
- Diversity Awareness
A job at the Student Union contributes to your future...

Tyler Martin, c/o ’18
B.S. Digital Communication Marketing
Student Union Staff (Graphic Design): 2016-2018

I first started working at the student union the beginning of my junior year of college, I was going through a lot trying to figure out my passion for what I wanted to do after UTSA and my graphic design job at the student union helped me do just that. The staff at the student union was so welcoming and amazing, they truly give you every opportunity to advance and learn.

I was a designer here till the day I graduated and you will still hear till this day that it’s because of the student union and the opportunity I was given that I was able to find my true passions. Just remember, college ends fast so make sure you get involved, don’t miss out on amazing opportunities to grow, and always be kind to others! Go Runners!

Loy Fong, c/o ’19
B.B.A Cyber Security
B.B.A Information Systems
Audio Visual Technician, Student Manager
Student Union Staff: 2015-2019

I started working for the Student Union in October of 2015 as an AV TECH. It was a large on the job learning curve from knowing nothing about mixers and lighting consoles to providing support for the president’s office and major conferences. It is one thing to be a student, but something completely else to see all the work that goes on behind the scenes at the University. I owe a lot of my quick thinking and decision-making skills to the fast-paced environment I was a part of in the Student Union.

When I became a manager all the knowledge and skills I had gained in the beginning began to piece together with the leadership opportunities provided to me. I was able to grow a lot over the four years I worked in the Student Union. I made leaps and bounds in skills like professional communication, networking, prioritization, and teamwork. The supportive friends and cherished coworkers I met at the Student Union are a main reason why I enjoyed working on campus so much. The staff is encouraging and most importantly understanding that your education comes first and they will one hundred percent support you no matter your struggles or issues. All you have to do is ask.

I really enjoyed my time in the Student Union and will cherish the memories I have working for the University. The four years I spent working here I feel only further put me on a path to success, but remember that college is about your education, not anyone else’s. Do not put work, friends, or parties above your future. If you believe in the me that believes in you there is nothing you cannot accomplish or do!
Micaela Chambless, c/o ’17  
B.S. Sport, Event, Tourism Management & Information Systems  
Student Union Staff (Event Setups, Manager): 2014-2017

I was hired at the Student Union at the beginning of my freshman year for the Event Setups department and later became a Student Manager where I learned a lot about leadership and focused on building my confidence. With this position, I found a passion for events and decided to change my major to Sport, Event, and Tourism Management. To supplement my degree, I was able to plan monthly and end-of-semester events for my coworkers to promote healthy work relationships. I also attended three ACUI conferences and even did a presentation for the conference held during my senior year. The amount of friendships and professional support I have received from the SU made my on-campus position more than just a job. Before I graduated in December 2017, I realized my passion for working with students in Higher Ed and have plans to complete my Master’s degree in Higher Education Administration. I currently work as the Operations Specialist for the Student Union at the Downtown Campus where I work with students every day to support the events we hold in the SU.

After successfully completing the UTSA hiring application and interview process, Micaela was hired full-time as the Student Union Event Services Specialist at the Downtown Student Union on January 2, 2019.
Customer Service
Excellence in service is essential to our mission at the Student Union. We value a service environment for all of visitors and guests and it is important for you to exemplify our service philosophy in all that you do.

Who do we serve?
We serve on a team, to our campus community and to each other. Weather we call them customer, clients, tenants, or co-workers, service is our business. It is always important to remember we are funded by student service fees so our STUDENTS are our first priority.

Our Service Philosophy:
We expect you to carry out our motto during every shift:

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

Our Service Standards:
As a Student Union student staff member, you were chosen to be a part of a great team. We pride ourselves in providing excellence in service to everyone. We provide EXCELLENCE in customer service through:

- Attention to detail
- Clear communication
- Listening
- Teamwork
- Positive attitude
- Quick Responsiveness

Our Service Response:
We use the LEAD model for an upset customer/guest:

1. Listen
2. Empathize
3. Apologize
4. Deliver
Employment Eligibility
To be eligible for employment with the Student Union a student must meet the following criteria:

- Be enrolled as a student at The University of Texas at San Antonio
- 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

Evaluations
The Union uses performance evaluations 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 Union to run smoothly. As valued staff, it is important to know you 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 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 you 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.

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) is undesirable. A 60-Day Probationary Evaluation may be performed at the supervisor’s discretion.

Job Performance Evaluation (End of Semester) – Self / Supervisor
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, Job Performance Evaluation)

Disability Accommodations
All UTSA employees can request information and request an accommodation through Human Resources at https://www.utsa.edu/hr/EmployeeRelations/ada.html.
Graduation Notification
In preparation for graduation, all employees anticipating graduation should submit a Graduation Notification form one semester prior to commencement. See Appendix A.

GPA Requirement
The Union holds our student staff to achieve academic excellence. Employees must have an overall grade point average of 2.0. Student managers/in-training must maintain a 2.5 overall grade point average. Employment status is based on this requirement. If a student falls under the requirement and would like to appeal this, completion of this form may be submitted and reviewed by the Student Staff Development Committee and the Student Union Leadership. A letter of approval or denial will be determined or continued employment status.

Intent to Return
Employment is by semester-only and determined by your job performance and evaluations. All students will receive an Intent to Return form one month prior to the end of each semester to be submitted to supervisors. See Appendix.

Off-Boarding
At the time you are leaving your employment with the Student Union, you will need to complete these steps:
1. Inform your supervisor through the Intent to Return form or verbal, if during semester.
2. Print your final timesheet.
3. Complete the Union Reflective Learning Portfolio Final Assessment (Appendix).
4. Turn in all Student Union property (nametag, keys, uniform polo, uniform sweatshirt and/or jacket). Failure to return items will result in a hold through ASAP.

On-Boarding
Upon hiring, you will be scheduled to attend a Day One training with the Student Union Business Office. This will include SU 101, uniforms, time clock and handbook. Upon completion of your onboarding, you will be ready to begin your schedule in your assigned area.

On-the-Job Illness
Any job-related illness or injury must be reported to your direct supervisor so that an immediate substitute can be found. Go to Student Health Services during operating hours or contact emergency care, if needed.
On-the-Job Injury
In any employee sustains an injury outside of work that may impair ability to perform normal job functions, authorization to return to work is required from a physician. All work-related injuries, regardless of how minor, must be reported to your direct supervisor within 24 hours. See the UTSA Handbook of Operating Procedures 4.09 Student Employees at [http://www.utsa.edu/hop/chapter4/4-9.html](http://www.utsa.edu/hop/chapter4/4-9.html) and [http://www.utsa.edu/safety/#/workplace/wci](http://www.utsa.edu/safety/#/workplace/wci).

Orientations
- Fall and Spring SU orientation are mandatory for all student staff.
- The dates of Fall and Spring SU orientation are generally released several months in advance to give students ample notice. Typically, orientation is the week prior to classes starting each semester.
- Student staff requesting to miss orientation for an extenuating circumstance must submit an absence request form in RowdyLink.
- The SSDC will communicate via the student staff listserv when the absence request form is available. Typically, the absence request form will be available at least a month prior to orientation and will close two weeks prior to orientation.
  - The SSDC will review each request on a case by case basis, including any requests submitted by students hired after the form closes. The SSDC will make one of three decisions for each request: (1) Approved, (2) Approved with conditions, or (3) Not approved
- Last minute requests to miss orientation are typically not considered, unless it is an unforeseen emergency (ex: death in the family, serious illness). Transportation is not an unforeseen emergency.
- The SSDC will review all requests to miss orientation. Each request will be reviewed individually.
- Students who miss orientation without approval may have their employment terminated.

Personal Items
Personal items including iPods, backpacks, and other non-work-related items are not permitted in Student Union assigned work areas. Personal cell phones may be used for work related purposes, only. A supervisor can restrict anyone from carrying his or her cell phone if the student violates this policy. Every effort must be made to ensure superior customer service.

Professionalism
- Earbuds are not allowed while on shift.
- Refrain from eating while at your workstation or in front of guests.
- Document suggestions for improvement by others.
- Always choose a positive attitude to take to work.
- Demonstrate an interest in helping others.
- Possess the knowledge about the features and services in the Student Union.
- Be the last referral – don’t just say “I don’t know”. Follow it up with “Let me find out.”
- Professional behavior should be displayed at all times in the Union office areas, whether or not on shift.
Staff Relationships
Professionalism within the Union work environment must be maintained at all times. Teamwork, Inclusion, and Synergy are three of the main values of the Union. Students are expected to conduct themselves in a professional manner embodying these values at all times while employed at the Union.

- No staff should show preference or favoritism to other staff members, regardless of friendship or relationship status outside of the Student Union.
- Student employees are expected to maintain confidential information related to their employment status at the Union outside of work hours. Friends or roommates gathering outside of work hours should refrain from gossiping, discussing work projects, or sharing personal details related to their peers or employment.
- Consensual personal relationships of a romantic or sexual nature between co-workers who are not in a direct or indirect supervisory relationship are not of concern to the Union, unless conduct associated with that relationship:
  - constitutes sexual harassment or discrimination,
  - affects an employee’s job evaluation or treatment,
  - interferes with productivity or professionalism within the workplace.
- Consensual dating relationships between a manager and an employee, whether the manager directly or indirectly supervises, are inappropriate in the workplace and are not permitted within the Student Union.

Training
The Union has established standards for the successful performance of your job. Our focus is to provide you with opportunities for leadership development to provide excellence in service for our campus community and guests. 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 may be in person, or also through UTSA Human Resources will include:

- Orientation
- Student Staff Handbook
- University compliance training (within 30 days)
- Providing superior customer service
- UTSA Compliance Training
- Title IX
- True Colors®
- Area Training

To optimize your own learning and successful completion of training or meetings, The Union student staff commit to do the following:

- Be a willing, mindful participant
- Work with fellow students and full time staff
- Respect other people’s opinions
• Refrain from disruptive behavior during meeting or training such as initiating disruptive personal conversations with other employees
• Complete and submit all assessment tasks to supervisors
• Contact your supervisor if you do not understand the training activity or task

Work Attire
As a representative of UTSA, your appearance reflects not only the Student Union, 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
• Student Union polo shirt, clean and unwrinkled
• Student Union sweatshirt, clean
  o Non UTSA sweaters and jackets cannot cover the Student Union logo or name tag
  o Solid colors worn can include: Blue, black, khaki, gray, and white
  o No logos or other design elements may be visible
• Dress pants, khakis, hole-free jeans, knee-length shorts – denim, black, khaki, brown, white. Sold colors-no prints
• Shorts, mid-thigh or longer- denim, black, khaki, gray, and white. Sold colors-no prints
• Skirts, mid-thigh or longer- denim, black, khaki, gray, and white
  o Skirts may be appropriate dependent upon work assignment. Sold colors-no prints.
• Closed-toe shoes
• Hair should be neat, well-groomed, and clean
• Head wraps - solid colors can include: blue, black, khaki, gray, orange, and white
• Facial hair must be neat and trimmed
• Issued name tags must be worn at all times on the right side of SU polo
• Beanies or baseball hats that have the UTSA logo on them (weather permitting)
  o Plain beanies are also acceptable in these solid colors: blue, black, khaki, gray, orange, and white
  o No logos or other non-UTSA design elements may be visible
  o Baseball hats may be worn facing front

Unacceptable Attire
• Short shorts (mid-thigh and longer is appropriate)
• Torn, ragged (with or without holes), wrinkled or soiled clothing
• Baseball caps, hats with non-UTSA logos
• Open-toed shoes or torn sneakers
• Sweatpants, running pants, nylon pants including yoga pants
• Visible undergarments (to include, but not limited to, baggy pants/shorts)
• Clothing that exhibits non-Student Union/non-UTSA logos/wording
• Headphones, earbuds

*Supervisor exceptions permitted during outdoor/inclement weather set-ups.
**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, and build a solid reference for future employment. It is important to know that a work-study award is a potential to earn – not a guarantee that you will earn the entire amount. For more information, please visit the Financial Aid website: [http://www.utsa.edu/financialaid/types-of-aid/workstudystudents.html](http://www.utsa.edu/financialaid/types-of-aid/workstudystudents.html). *If during the semester your award is depleted, the Union is not obligated to continue your employment.*

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**PROTOCOL (APPEALS)**

Certain processes allow for student staff an appeal procedure. The following three actions provide opportunities to appeal to the SU Executive Director through the Student Staff Development Committee (SSDC):

### G.P.A. Requirement Appeal Procedures

As academics are a high priority for our students, employees must have an overall grade point average of 2.0. Student managers/in training must maintain a 2.5 overall grade point average. Employment status is based on this requirement. If a student falls under the requirement and would like to appeal, completion of this form may be submitted and reviewed by the Student Staff Development Committee and Student Union Leadership. A letter of approval or denial will be issued after review of appeal. The appeal should be submitted to your direct supervisor. Graduate students are not eligible for appeal and should contact the UTSA Graduate School for questions regarding employment. Appeal of GPA Requirement form can be found in **Appendix**.

### Training Exemption Request

- Fall and Spring SU orientation are mandatory for all student staff.
- The dates of Fall and Spring SU orientation are generally released several months in advance to give students ample notice. Typically, orientation is the week prior to classes starting each semester.
- Student staff requesting to miss orientation for an extenuating circumstance must submit an absence request form in RowdyLink.
- The SSDC will communicate via the student staff listserv when the absence request form is available. Typically, the absence request form will be available at least a month prior to orientation and will close two weeks prior to orientation.
  - The SSDC will review on a case by case basis any requests submitted by students hired after the form closes. The SSDC will make one of three decisions for each request: (1) Approved, (2) Approved with conditions, or (3) Not approved.
- Last minute requests to miss orientation are typically not considered, unless it is an unforeseen emergency (ex: death in the family, serious illness). Transportation is not an unforeseen emergency.
- The SSDC will review all requests to miss orientation. Each request will be reviewed individually.
- **Students who miss orientation without approval will have their employment terminated.**
Termination Appeal Procedure
Any student employee who feels they were unfairly terminated or dismissed may appeal their supervisor’s decision by submitting a written statement within 24 hours, to address the allegations, specify why the decision was unfair and provide evidence to support the appeal request. The Student Staff Development Committee will consider the current allegations, past performance and rationale for the decision recommended to the Student Union Director. The Student Union Director, whose decision is final and not subject to any further appeal and/or modification. The appeal request should be submitted to your direct supervisor. Appeal of Termination form can be found in Appendix.

PROTOCOL (CORRECTIVE ACTION)

You are responsible for knowing and adhering to the policies and procedures contained within this handbook. Failure to follow Student Union policies and procedures outlined within this handbook may result in disciplinary action up to and including termination based on the severity of the infraction. All steps below are written and documented. For additional information, see the UTSA Handbook of Operating Procedures http://www.utsa.edu/hop/chapter3/3-3.html and http://www.utsa.edu/hop/chapter4/4-9.html. Based on infraction level, some steps may be skipped due to severity of situation.

Step 1: Coaching and Counseling
Whenever a work-related problem arises with a student employee whether it is job performance, attendance, failure to call in, etc., a meeting shall be held between the immediate supervisor and the student employee to discuss the issue. The meeting should be held as soon as possible after a problematic situation is identified. The concerns and suggestions are recorded and placed in the student employee’s personnel file.

Step 2: Verbal Warning
Whenever a work-related problem arises with a student employee whether it is job performance, attendance, failure to call in, etc., a meeting shall be held between the immediate supervisor and the student employee to discuss the issue. The meeting should be held as soon as possible after a problematic situation is identified. The concerns and suggestions are recorded and placed in the student employee’s personnel file.

Step 3: Verbal Reprimand
In the event of continued neglect of duties/poor performance, or a serious violation, the immediate supervisor and the employee shall meet again. The supervisor should refer to the verbal warning and again specifically discuss the issue with the student. The employee should be allowed to make any appropriate comments and to provide any evidence they wish to have the supervisor consider. Once the meeting is concluded, the supervisor will consider all of the evidence, meet with his direct supervisor and render the situation.

Step 4: Written Warning
In the event of continued neglect of duties/poor performance, or a serious violation, the immediate supervisor and the employee shall meet again. The supervisor should refer to the verbal reprimand and again specifically discuss the issue with the student. The employee should be allowed to make any appropriate comments and to
provide any evidence they wish to have the supervisor consider. Once the meeting is concluded, the supervisor will consider all of the evidence, meet with his direct supervisor and render the situation.

Step 5: Written Reprimand with Action Step
If the supervisor believes the evidence indicates continued neglect of duties, poor performance or a serious violation the student employee will be placed on a corrective action status (probation/suspension/demotion) for the period determined by the supervisor. The supervisor will outline the terms of the in writing in a **Performance Expectation Letter**. Supervisors will meet with the employee to share these terms. The student employee will be required to follow all terms stipulated. The letter will be placed in the student employee’s personnel file. In the event of a violation of probation/suspension status or evidence indicates a serious violation and warrants dismissal, the student’s supervisor will notify the student worker in writing of the dismissal, giving a copy to the student employee, keeping a copy for the department’s file and sending a copy for the student employee’s personnel file. At this point, the supervisor may determine the following:

- Probation
- Suspension
- Demotion
- Termination

**Major Infractions** constitute an immediate meeting with your direct supervisor to discuss employment status. Options for **Probation, Suspension, Demotion or Termination**. Major Infraction included but are not limited to:

- Disregard for safety of others (Fire, Safety, Sanitation, Health)
- Insubordination
- Possession, use or sale of weapon, narcotics, alcohol
- Blatant misuse of property
- Assault
- Disruptive behavior in work areas
- Conflict with supervisor or co-workers
- Not showing up for mandatory training/meeting
- Violation of law, policies, or standards
- Theft or mishandling of any cash amounts
- Fraudulent time sheets (stealing time)
- Manager/employee dating
- No call/No show

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**RECOGNITION PROGRAM**

**Appreciation Events**
The Student Union hosts an event at the end of each semester to show our appreciation of our student staff members. Food, fun, and activities are a great way to have fun before finals and appreciate each other for the hard work you do. At the Spring event, 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 Union.
Graduation Stoles
The Union encourages our student employees to strive for excellence in their academics as well as the workplace. In conjunction with the core values of learning and tradition, the Union is proud to award graduating student employees with a Student Union stole. Stoles will be awarded the semester of graduation for current employees. In order to receive a stole, the individual must meet the following criteria in either of the two categories:

Managers
- 3.0 GPA as of the semester prior to graduation.
- Manager in good standing with the Student Union (as defined by Student Union Business office).
- A maximum of 3 corrective actions.

Non-Managers
- 3.0 GPA as of the semester prior to graduation.
- A maximum of 3 corrective actions.
- Employed with Student Union for 3 or more years.

To be considered, a Graduation Notification Form should be typed and submitted to direct supervisor one semester prior to expected graduation. *(Appendix).* Strive for excellence, inside and outside of the classroom!

Student Superstars of the Month/Year
The Union is happy to recognize student staff who perform their duties exceptionally. The Student Union Student Superstars Award is a monthly nomination process by peers, supervisors and fellow Union team members. Even clients may submit a nomination. Self-nominations will not be accepted. Categories for student nominations are Professionalism, Customer Service, Team Work and Performance. Nomination forms online can be found at http://bit.ly/2tE4AYk 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, a certificate of appreciation, and acknowledgment in the Union digital signage and social media. Strive to shine brightly on our Student Union team!

SECURITY & TECHNOLOGY
Each Student Union 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.

Email
Upon hiring, all employees are given a UTSA work email address of FIRST.LAST@UTSA.EDU. This is separate of any student email addresses and are accessed through the staff portal at my.utsa.edu. This will be the email address all work communication will use relating to your job. You can forward your work emails to your preferred email through your ASAP account for your convenience. However, all employees are expected to check this UTSA work email for all work communication.
Furniture & Equipment
No furniture or equipment may be removed from the Union without the expressed permission of the Student Union Director. This includes surplus or disposing of any furniture, equipment or items found/stored in the Union.

**DO NOT** use Student Union property for personal use or class-related projects, including computers, iPads, projectors, faxes, copiers, scanners, etc. It is everyone’s obligation to safeguard all University assets. This includes all storage rooms, supply closets, office equipment/supplies. Union equipment and supplies must never be left unattended. **Failure to abide by these guidelines may result in disciplinary action.**

Keys/Swipe Cards
You may be given access to the Union Key Box, located across from the Union Administrative Associate. It is the responsibility of every employee to ensure Union keys are safeguarded. Loss of Union keys or access cards will result in disciplinary action that may include termination. Your student ID card must be used for entry into the Student Union Staff Entrance. Your supervisor will ensure that you have access to this door.

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

Lost and Found
Items found in the Union should be turned in to the Student Union Information Desk. If the Info. Desk is closed, place item in the Safe Room with location, date, name of person found. The manager on duty should take all items to UTSA PD within 24 hours of finding them. 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)

Mobile Phone
Mobile phones are required equipment for certain positions in certain Union work areas to complete their daily work. Those staff members will be required to sign an insert form name here form. Mobile phones shall be checked out according to the work area’s guidelines. The use of Student Union mobile phone is intended to allow guests of the Union a method to communicate their concerns and needs with the Union Staff. Customer service techniques and scripts shall be consistent with all Student Union customer service methods including scripts used for landline telephones.

Office Security/Confidentiality
- **Do not** allow students or friends in staff offices, Union corridors, meeting spaces, storage areas or any restricted area of the Union 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. Please refer to the Federal Educational Rights and Privacy Act (FERPA) for more information.
- **Do not** use a staff member’s office without their permission.
Software
The Union makes use of many software applications and cloud based browser applications for daily. Each Union work area may use additional software required to complete job expectations. The Union as a whole also utilizes various software applications for communication and other uses. See the Union Welcome Board for links:

Microsoft Office®
Microsoft Office is a cloud based browser application that serves as the Union’s primary communication and project management tool. With your employee email address, you will be invited to join the Student Union Team upon the beginning of your employment. This gives the staff member access to view-only all Student Union team boards. Boards are intended to organize departmental work into work areas or projects. Your work area will utilize one or more boards to which you will be added as a member granting you access to edit content within the board.

When-to-work®
When-to-Work is the scheduling platform utilized in the Union for creating work schedules for all Student Union student staff. When-to-work will allow you to check your schedules, request time-off and trade shifts with other employees of the same job position. Your employee email address will be used to setup your account upon employment start date.

RowdyLink
RowdyLink is an easy-to-use resource for students to find information about events and activities on campus. Student Union student employees are required to create a RowdyLink account using your UTSA ID and passphrase information. This will be used to check in/out at trainings, find event information, and complete all Student Union student staff forms. RowdyLink is also the online document that allows you to track all of your college involvement, leadership roles, community service, study abroad, etc. in preparation for your resume building.

Tablets (iPad/iPod Touch)
iPads and ipod Touches are available for checkout to the Union staff who have completed and signed the insert form name form. Upon checking-out an iPad or iPod Touch, the Union Staff member shall log the removal of the equipment from its storage area. The employee shall complete all required fields in the check-out log provided at the equipment storage area. The employee shall complete all required fields in the check-out log provided at the equipment storage area. Check-out logs are typically digital forms. However, the Union may revert to paper forms during system updates and outages. Union staff may make use of one iPad or iPod Touch at a time and must remain on the UTSA Main Campus unless otherwise authorized by the Student Union Director. All equipment must be returned by the due date specified on the check-out log. All data and personal information shall be DELETED when equipment is returned. You should save needed files to an alternate storage location (via Drop Box, email, etc.) All iPads are configured to connect to Air Rowdy Wi-Fi when used on campus. IPads require access to an alternate wireless network when used off campus. Contact the Union Senior Information Technology Associate for assistance at 458-4736.
Technology Room
The Technology Room is located at the end of the EMCS hallway (1.02.04F). This room is used to properly preserve our equipment such as iPad, iPod, computers and in some cases lost and found items. Only authorized positions by the Student Union have access to this room. Generally, a job that requires technology equipment has access to the technology room. Please, ask your supervisor if you have been granted admission to this room. This room works with a DSX system. This means that as soon as your access is activated you will have the capability to swipe your UTSA ID card through the device located next to the room and the door should open.

(Procedure) When the door is open follow the procedure below:
1. Pick the item that you need.
2. Fill the tracking form with the required information.
3. Return the Item that you used & plug it in to charge.
4. Fill the tracking form.

(Backup Procedure) In case of DSX issues: Take the key number 41 located in the Keybox and follow procedure.

Two-way Radio
The Union makes use of two-way radios on private FCC frequencies for instant communication to all Student Union two-way radios. The Union staff members are required to sign an insert form name here form. A check-out log shall be completed when removing a radio from its charging dock. Any communication sent on a two-way radio is broadcast to all other Student Union two-way radios. This creates an unintentional intercom system where radios throughout the facility output the broadcasted message on their speaker. In an effort to provide a desirable space for Student Union guests, all lengthy or sensitive communications shall be made through telephones to avoid unwanted or disruptive radio chatter.

STUDENT DEVELOPMENT PROGRAM
As committed in our Student Union Core Values, (LEARNING), “We strive for continuous improvement that enhances self-exploration and educational pursuits through discovery and ingenuity.” The following elements are an intertwined part of your employment with the Union. Your supervisors are here to assist you through your development plan.

Conferences
Conference attendance is highly encouraged during your employment with the Union. Workshops and conferences are an important aspect through development of leadership skills. These are excellent opportunities to travel, network, and learn new skills and information. Students interested in attending a conference/workshop should complete a Conference Application (Appendix). The Student Staff Development Committee will review all applications and selection is based on a comprehensive and well written application. See Appendix X for the Applicant Review Rubric. Upon selection, students will be given a Conference Expectations with learning
outcomes to be completed post-conference. A group presentation will be required upon return from the conference. Although travel is not granted paid leave, all expenses are paid for by the Union for all workshops and conference travel. For a complete list of conferences and deadlines for the upcoming year, see Appendix.

Manager in Training Program
Applications for the manager in training program may be submitted during the Spring, Summer or Fall semesters, once end of semester grade point averages are received. The number of openings into this training program is based on area openings. Applications will be reviewed and interviewed by direct supervisor and/or student staff panel.

Minimum qualifications include:
- Enrolled full-time in a degree seeking program at UTSA.
- Required to attend a mandatory orientation and training.
- Must have a 2.5 GPA or higher.
- Have worked in the Union for one semester.
- Have a current positive evaluation.
- Pass a student manager interview.
- Exceptional customer service skills
- Willing to accept a new challenge of training and leadership amongst your peers
- Pass a disciplinary records review
- Be willing to work flexible hours including nights and weekends.

Upon acceptance in to the Manager-In-Training program, students will receive a letter of acceptance and an MIT Expectations Acknowledgement communicating length of training program dates. Manager uniforms and pay is not included until a promotion assessment is evaluated and approved. The application, expectations and rubric may be found in the Appendix.

Managers in training must successfully complete a written evaluation, a written recommendation, Student Manager Test (if applicable), panel interview and have a 2.5 overall grade point average to be considered for a promotion. Upon recommendation, supervisors will complete the Raise/Promotions Checklist to Student Union Executive Director for approval.

Reflective Learning Portfolio
At the beginning of your final semester with the Union, you a Graduation Notification form is due to your supervisor. At that time, you will be given a plan from your supervisor to prepare you for your career job search after graduation. This portfolio will help you connect your education and employment experience in your job interviews. Your work experience is preparing you for your career and we want to prepare you even more for employability after college. This portfolio will include:
- Resume review & interview prep
- Sample cover letter
- Review of current job description with application job description
- Professional headshot taken
- Exit Checklist & Survey
- Video entry
Service Learning
The Union embodies inclusion, customer service, and teamwork. As a reflection of our Core Values, the Union provides various opportunities for student employees to engage in service learning activities. The Roadrunner Pantry serves as an on-going avenue for community involvement and service, and area-specific service learning opportunities occur through the year as well.

Student Staff Development Committee
This committee dedicated to serving Student Union student staff members through providing professional, academic and personal development opportunities while maintaining an enriching working environment for Student Staff. To provide development opportunities for student growth, facilitate comprehensive job training, provide opportunities for students to be heard and advocate for their needs. Goals of the committee:

- Ensure the Student Union’s core values are integrated in all committee actions.
- Develop students professionally, ethically and emotionally.
- Assist Student Union teams in tracking student job training progress.
- Serve as the Student Union administration’s liaison group for student staff.

See Appendix for the committee application and submit to your direct supervisor.

Student Employee Learning Plan
This development program is an intentional path of growth for your own personal development during your time outside of the classroom. Your employment with the Student Union allows you to development numerous marketable skills that will increase your potential. Through this program, we will help guide you through your awareness of your skills and experience you gain through your employment to help you articulate this to your future employers. We are committed to fostering your growth in the following learning goals: Responsibility, Engaged Citizenship, Active Leadership, Critical thinking, Healthy and balanced living. We want you to REACH your greatest potential in leadership!

Learning Plan
These steps will be completed once every academic year throughout your employment with the Union.

1. Student Employee Learning Plan - once you complete your self-assessment, your supervisor will schedule a meeting to develop a plan with you. This may be filled out electronically or handwritten. Only (1) SELP is needed per academic year.
   This will include:
   i. Professional goal
   ii. Learning objective
   iii. Learning method

   Deadline: Complete your SELP form by:
   Fall Semester: September 1
   Spring Semester: February 1

2. Career Readiness Check-In – During the end of the semester, you will have a meeting with your supervisor to discuss your career
readiness. This will include an evaluation of learning to discuss feedback, progress, and goals.

3. **Performance Evaluation** – At the end of each semester, you will be given an evaluation of your work performance by your supervisor. Your progress will be discussed at your end of the semester meeting. This will include:
   
   i. Evaluation of performance (receive supervisor feedback)
   
   ii. Statement of Acceptance & Expectations (all work-study appointments are given on a semester-basis).

*Deadline:* Complete your semester meetings by:

- **Fall Semester:** December 1
- **Spring Semester:** May 1
Absences
Should it become necessary to be absent from work, you must call the Student Union and speak with your immediate supervisor as far in advance as possible; short notice, except in cases of emergency, is unacceptable. A no call, no show (NC/NS) 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]:

- 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.
- 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.
- Employees are required to clock out and take a 30-minute break when working six (6) consecutive hours.
- Employees wishing to take a break must receive approval from their supervisor.

Clocking In/Out
The Union depends on each and every student employee to maintain the highest level of service. Thus, it is important to be prompt, in uniform and prepared to work when you come in for your shift. The Union requires all staff to sign-in no more than 7 minutes prior to the start of their scheduled shift, and no later than 7 minutes after their shift has ended. If circumstances, such as completing a customer service request, require you to clock out later than 7 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.

Hours Allotment
The Union’s policy for work schedules is 15 hours per week, and no more than 6 hours per shift. You may be asked to work extra hours from time to time with a maximum of 19 hours per week. Based on event needs, your supervisor may schedule extended shifts/hours with prior approval from the Student Union Executive Director.

Holidays
The Union typically follows the UTSA holiday schedule. Student staff may be asked to work beyond the end of the semester period, except for graduates. See Graduation Notification policy. All policies related to scheduling, absences, lates, and substitutions must be followed during this time.

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 via Microsoft Teams.
- Notification that you will be late does not excuse the infraction.
Pay Periods
Student staff get paid every two weeks. A list of pay dates is available on the UTSA Payroll website located at: [http://utsa.edu/payroll/payrollcalendar2.html](http://utsa.edu/payroll/payrollcalendar2.html)

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

Schedules
The Student Union schedules staff using the software **When To Work®**. This is the required process for submitting requests, shift substitutions and to view your schedule. You will receive an email to accept an invitation to log in. Once you have set up your password, you can begin using this for your scheduling needs.

The Union schedules staff based on the needs of the facility. You are vital in assisting with the daily operations of the facility and respective departments. 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 adjust your work schedule to accommodate your classes.
- 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.
- Once your schedule is published on When to Work, the shift is your responsibility.

Scheduling/Timesheet Infractions
Scheduling and timesheet (including discrepancies) infractions will allow for 3 minor infractions per month, before progressing to next step in corrective action protocol. Based on severity of infraction, missing a shift without notice is grounds for immediate termination. See Corrective Action protocol.

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:

- 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.

Study Days & Finals
The Union is flexible in working student employees during study days and finals at the end of every semester. However, the Union is open 24 hours during this time and requires some students to work. All policies related to scheduling, absences, lates, and substitutions must be followed during this time.

Time Sheets
It is your responsibility to keep track of your time daily. 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. Remember, your time sheet 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(s) will review your time off request. Once your schedule is published on When to Work, refer to the Shift Substitutions procedure.

TIME CLOCK PROCEDURES

The time clock is located in the Student Union student staff hallway and your student ID card is required to swipe into the system. Welcome to the new UTSA Student Union Time clock! This new website will be taking over for the old system in order to open the door for future functionality expansion. The first feature being completely digital timesheets. You will clock in, clock out, submit timesheets, and submit discrepancies all from this system. This document will serve as a guide on how to complete every task. If at any time, you receive an error message at the top of the screen or are having difficulty with a feature, please contact Doug Carter for assistance.

1.1.1 Clock In/Out
1.1.2 Logging in

To login to the system, browse to http://ucsvr1/RUSH. The preferred browser for this is Internet Explorer, but any browser should suffice. Students should always see the following page:

In order to login to the system, **UTSA ID IS REQUIRED!** Without your university ID, you will be unable to function within the system. If you have your ID, simply swipe it through the magnetic stripe reader connected to the timeclock computer. If your ID is read successfully, the field on the screen will be populated. If swiping your ID does not work, bring it to John Taylor to assess the cause of the error. Once swiped successfully, click “Submit to login to the system.

1.1.3 Clock In/Out

Once logged in to the system, you will be taken to the main menu. On this page, you will have four options:
- Clock In – Clocks user in of system
- Clock Out – Clocks user out of system
- Manage Timesheet – Takes user to details page of current timesheet
- Cancel – Logs user out of system and returns to login screen
1.1.4 Timesheet Submission

1.1.5 Details Page

When it is time to submit your timesheet, you will need to click on the “Manage Timesheet” option of the main menu. The browser will then take you to the following page containing all of the information regarding your current timesheet:

On this page, you will see all information regarding the current timesheet. On the left-hand side, you will see information pertaining to yourself. Along the bottom, you will see multiple tabs. The first tab is a list of time entries pertaining to this timesheet. The second tab will be all discrepancies the either the system has generated or you have submitted yourself. The third tab is the submission history of this particular timesheet. If it has not been submitted yet, the tab will be empty. If your timesheet is approved on the first submission, you will never see more than one entry on this tab. Pay attention to the information in the right-hand column of this page. Here you will see the start and end date of the timesheet as well as the total hours for each day included in the timesheet. Before clicking the submit button, make sure the start and end date correlate with the timesheet that is due. If the timesheet displayed is not the correct one, use the “Prev” and “Next” buttons to navigate between timesheets. Once you are on the correct timesheet, if all time entries are correct and all discrepancies have been submitted for approval, click the “Submit” button to submit the timesheet for approval. If any of the entries are incorrect or you need to submit discrepancies, click the “edit” button to be given taken to a page that will allow you to create, edit, and submit discrepancies.

1.1.6 Edit Page

The purpose of this page is to create new discrepancies, edit existing ones, and submit them for approval. Most discrepancies will be created automatically by the system. There are several criteria for this:
• User clocks in when they are already clocked in (missed previous clock out)
• User clocks out when they are already clocked out (missed previous clock in)
• User shift is longer than six (6) hours
• User clocks out on a different day than clocking in (possible missed clock out or overnight shift)

Before a user can submit their timesheet, all discrepancies must be submitted for approval. It is understood that some of the above scenarios may be legitimate shifts. If that is the case, when submitting the discrepancy use the same times to indicate such. Just because a discrepancy is created, does not mean something is wrong.

The look of the edit page is similar to the details page except for one part; it has different tabs along the bottom:

On this page, the tabs are as follows:
• Time Entries – All time entries for the current timesheet
• Entries w/o Discrepancy – Time entries that there are no automatic or manually generated discrepancies
• Unsubmitted Discrepancies – Automatically generated discrepancies that have yet to be submitted
• Discrepancy Submissions – Track the submission status of currently submitted discrepancies for the current timesheet

The Time Entries tab will display all time entries regardless of discrepancy status. On the “Entries w/o Discrepancy” tab, you will have the opportunity to create a new discrepancy that is tied to a specific, existing time entry. If you need to create a discrepancy, but there is no relevant time entry, use the button at the top of the page that says “New Discrepancy”. On “Unsubmitted Discrepancies” tab, you will be able to edit and submit automatically generated discrepancies. The “Discrepancy Submissions” tab is for tracking the current status of all submitted discrepancies for the current timesheet. Discrepancies will be covered more in the next section. For this page, the last thing of mention is that the “Submit” button will not work until the “Unsubmitted Discrepancies” tab is devoid of entries.
1.1.7 Discrepancies

At some point during your work, almost everyone will have at least one discrepancy. When this occurs, if it falls under certain criteria, the system will generate the discrepancy automatically. Otherwise, there may be times that you have to create the discrepancy yourself. For manual creation, if the new discrepancy is for a time entry that does not exist (you forgot to clock both in and out for a single shift), click “New Discrepancy” at the top of the “Edit Timesheet” page. Fill out the following form and submit:

Note the examples. If the time entered is not in the exact same format as the example, the system will generate an error. This means there should always be two characters before the colon, two after, followed by “AM” or “PM” without leaving a space. Once the form is filled out, clicking “OK” will create the new discrepancy. If this is a discrepancy that does not have a corresponding time entry, the system will create the time entry and link it with the discrepancy.

Once all discrepancies have been submitted for approval, you will be able to submit the timesheet as a whole. Note that any time entries that have yet to be approved discrepancies will not show the correct time. As long as the discrepancy is correct and submitted, submit the timesheet. Once the discrepancy is approved, the corresponding time entry will automatically be altered to reflect the time on the discrepancy.

At this point, if the timesheet is approved, you are done with the timeclock system until your next clock in/out. Again, forward any questions or issues to John Taylor. This system is still under heavy development and will be undergoing changes. The current version number of the website will be displayed along the bottom of the page. If there is an issue, first verify the version number with John Taylor. If it is incorrect, you may need to clear browser history to force the computer to retrieve the newest version of the timeclock.
SAFETY
SAFETY

While on duty, situations may arise where emergency procedures will need to be used. Your safety and the safety of all Student Union guests is of the upmost importance. It is imperative that all student employees use safety precautions and follow all safety guidelines in place during your shift. Always be aware of your surroundings and always THINK SAFETY FIRST! Remember, preparedness is EVERYONE’S responsibility!

Alertus E-Panic Button

The UTSA Office of Emergency Management and Office of Information Technology (OIT) have teamed up to make available a new emergency communication tool: Alertus e-Panic Button. The e-panic button has been installed on all staff computers. Please visit the Campus Alerts website for more information at www.alerts.utsa.edu.

Emergency Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency</td>
<td>458-4911</td>
</tr>
<tr>
<td>Non-Emergency</td>
<td>458-4242</td>
</tr>
<tr>
<td>Counseling Service</td>
<td>458-4140</td>
</tr>
<tr>
<td>Student Health Services</td>
<td>458-4142</td>
</tr>
</tbody>
</table>

Always inform Student Union 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

Emergency Websites

- Campus Alerts: http://alerts.utsa.edu/
- Witness a Crime: http://utsa.edu/utsapd/forms/witness.cfm
- Active Shooter video: http://utsa.edu/utsapd/

Evacuations

In the event of an evacuation, student staff should exit the building quickly and stand 100 feet away from the facility. When at other facilities, individuals should be directed away from the building and out of danger’s way. Doors to offices and meeting rooms should be closed but not locked. Once the situation is handled, it is important that the Manager on Duty fill out proper forms and include detailed information in the Manager on Duty report.
Reporting an Emergency
When reporting an emergency, work with the Student Manager or Student Union 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 cell phone number for the Student Union (563-9798)
  - Your location (UTSA Student Union)
  - The location of the situation (inside the facility, room number, etc.)
  - The area that a staff person will meet emergency medical personnel
- 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.

First Aid Kits
- Student Union Break Room
- Small Storage behind Denman (Student Union 2.04.06)
- Big Storage behind Willow (Student Union 2.03.12)
- Back of house behind Ballroom 2 (HEB Student Union 1.104)

Fire Extinguishers
Fire extinguishers are located in every building in common area and back hallways.

LiveSafe – Safety App
UTSA has a new app to keep you safe, which allows the campus to report suspicious activity, report incidents, request a safe walk, emergency options and other safety resources. To download the app: https://alerts.utsa.edu/safety/livesafe-new-safety-app/.

Safety Information for Persons with Disabilities
The Office of Student Disabilities Services (SDS), the UTSA ADA Office, and the Office of Emergency Management (OEM) want to remind you that preparedness is everyone’s responsibility, and we should all do our part to ensure we each help one another in times of crisis. To assist your efforts, SDS, ADA Office, and OEM maintain a website dedicated to emergency preparedness for persons with disabilities. The website highlights preparedness tips and information for students with disabilities, as well as suggestions for faculty and staff. Useful links are also posted to bridge you to appropriate resources. For more information, visit the emergency preparedness page on the Student Disabilities Services website at http://www.utsa.edu/disability/emergency/emergency.html.
**Student Union Student Staff Forms**

All form are found on the SU RowdyLink page ([www.utsa.edu/rowdylink](http://www.utsa.edu/rowdylink)).

**Onboarding**
1. Equipment Procedure

**Development**
2. Career Readiness Check-In
3. Reflective Learning Portfolio
4. Student Employee Learning Plan
5. Student Staff Development Committee Application

**Conferences**
6. Conference Application
7. Conference Learning Outcomes

**Managers In Training**
8. Manager In Training Application

**Job Performance**
10. Evaluation – End of Semester Self-Assessment

**Exit**
12. Intent to Return
13. Graduation Notification
14. Appeal of Termination
15. GPA Requirement Appeal

**Reports**
16. Incident Report
17. Bomb Threat Checklist
Bomb Threat Checklist

If 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>
<tbody>
<tr>
<td>Description of caller's voice</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Calm</td>
<td>Slow</td>
<td>Crying</td>
<td>Slurred</td>
<td>Stutter</td>
</tr>
<tr>
<td>Deep</td>
<td>Loud</td>
<td>Broken</td>
<td>Giggling</td>
<td>Accented</td>
</tr>
<tr>
<td>Angry</td>
<td>Rapid</td>
<td>Stressed</td>
<td>Nasal</td>
<td>Lisp</td>
</tr>
<tr>
<td>Excited</td>
<td>Disguised</td>
<td>Sincere</td>
<td>Squeaky</td>
<td>Normal</td>
</tr>
</tbody>
</table>

**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
- Crockery
- Voices
- PA System
- Music
- House Noise
- Long Distance
- Motors (car/bike)
- Office Machinery
- Factory Machinery
- Animal Noise
- 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>
</table>

Telephone number call was received

Building/office 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.

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Revised December 2004