



Oregon State University Memorial Union

Student Employee Handbook 2018-2019



Welcome to the Memorial Union (MU). You have now joined a long list of employees since the creation of this building in 1927. The MU is considered the Living Room of campus along with many meeting spaces and services. Our facilities are a popular location for OSU students, faculty, staff, and visitors. Please present yourself at all times in a professional manner that is consistent with our mission, values, beliefs and purpose. Student employees are the life force of our organization and the MU would not function without you.

This employee handbook will orient you to the MU and OSU employee policies, procedures, and expectations. Your position description covers specific duties and skill sets.

Student employment opportunities are to be determined by the workload requirements and availability of funds. Student employment practices are to be conducted in compliance with applicable state and federal laws and university policies and procedures.

You will be held accountable for all of the information in this handbook.

The **ROLE** of the **COLLEGE UNION**

The college union advances a sense of community, unifying the institution by embracing the diversity of students, faculty, staff, alumni, and guests. We bolster the educational mission of the institution and the development of students as lifelong learners by delivering an array of cultural, educational, social, and recreational programs, services, and facilities.

By any form or name, we serve as the heart of the campus community and create a welcoming environment by:

- ▣ Operating as a student-centered organization that engages in shared decision making and holistic development through employment and involvement.
- ▣ Advocating for inclusivity and equity, fostering respect, and affirming the identities of all individuals.
- ▣ Educating students in leadership and social responsibility and offering firsthand experiences in global citizenship.
- ▣ Providing gathering spaces to encourage formal and informal community interactions that build meaningful relationships.

Traditionally considered the living room, the college union enhances the student experience and cultivates an enduring connection to the institution.



Core Purpose

We exist to:

- develop students
- create learning opportunities for volunteerism, leadership and employment
- encourage staff and faculty development
- improve the campus climate for students
- provide quality facilities and services
- provide a forum for diversity, change and growth
- make a positive difference

Employee Expectations

CUSTOMER SERVICE

- **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
- **Presentation** – positive image and reflection of self and the Memorial Union
- **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs

RESPONSIBILITY

- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
- **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed

TEAMWORK

- **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
- **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs

- **Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist

Office Etiquette

MU 112 Guest Services and MU 003 Building Services Help Desk offices are administrative suites with work stations and a reception area for clients.

These offices are designed as a "go to" place in the building. Professional Behavior should be exhibited in conversation topics and the volume of conversations. Building users sitting at tables on the first and second floor can hear our conversations. Everyone owns this responsibility.

The staff at work stations need to be considered when other conversations may be disrupting to their work.

Anyone at a desk is presumed to be working and needs to be wearing a shirt appropriate to your shift.

The soft seating in the waiting area is for clients not for staff. If you are waiting for a shift or in-between classes, please use 218.

Please use the 218 for eating your main meals. Beverages and snacks are okay at the desk.

Work Schedule

When to Work is the scheduling software. This software is used as the primary communication for your work schedule and time off. The software has options for marking times and days when you are not available to work. Please keep your schedule as flexible as possible since the MU is open up to 17 hours a day seven days a week your work shifts will vary from early morning to late at night seven days a week.

Upon being hired you will be sent a login for When to Work. You will setup your account with contact information. Further training is provided in a separate module.

Reporting to Work and Work Attire

Staff will report to work with time to clock-in, dress accordingly and begin work at the scheduled time. All staff are required to wear closed-toed shoes and the MU shirt. Work attire by position is addressed by each unit specifically.

Building Access

Accessing the building when the MU is closed is by authorization only. Your work schedule is one type of authorization. Your supervisor will provide authorization either verbally or in writing if needed. ID Cards are coded for some positions to access the building during non-business hours. Roof-top access is only permitted by authorized and trained staff.

MU Vehicles

The MU owns and rents vehicles **for work related tasks**. Drivers must have completed the OSU driver authorization form. For MU owned vehicles and training is required before use. Staff must have a valid driver's license.

Workplace Safety

Employees are responsible for continuously striving to develop habits and procedures that will reduce their exposure to potential injuries and to make safe performance of their work assignments an essential element of the work they perform. Report to your immediate supervisor if you are injured during your shift.

Reporting On-The-Job-Injuries

Student employees are required to report all accidents to their supervisors immediately, but not later than 24 hours after the accident. Supervisors are to respond immediately, following instructions provided on the Office of Enterprise Risk Services, [Worker's Compensation website](#).

Pay Periods and Payday

OSU processes payroll on a monthly basis. Payday is the last workday of each month for all pay and employee types.

Student employees are paid on an hourly basis. Pay is issued for the period from the 16th of the prior month through the 15th of the current month and identified as current month pay, paid on the last workday of the current month.

For actual pay dates, refer to the [OSU Payroll Calendar](#).

For assistance in locating a missing paycheck, please contact the Auxiliaries and Activities Business Center (AABC)

Timesheet Processing

After a student employee is hired, the AABC will process the student employee's monthly timesheets. Timely and accurate pay is required by law. Please ensure that timesheets are reviewed for accuracy and submitted no later than noon on the 16th of the month.

Employment Eligibility Requirements

Students must be engaged in activities focused on obtaining a degree, or high school diploma, and meet the following minimum enrollment requirements for the applicable academic term or term break to be eligible for student employment.

When a student falls below the required enrolled credit hours during which they are employed, he/she loses eligibility for employment as a student employee and must cease work as a student employee.

Contact your assigned [Business Center Human Resources](#) to make the employment category correction.

Fall, Winter, and Spring Terms (Regular Terms) Minimum Enrollment Requirements

A student is eligible to be employed during a regular term employment provided he/she meets ALL of the following criteria:

- Must be enrolled in a high school, community college, or university;
- Must be engaged in academic coursework and activities that are directed at obtaining a degree (as opposed to coursework taken for personal interest or enrichment); and
- Must meet the applicable minimum enrollment standards below to be considered by the educational institution she/he is attending as a diploma or degree-seeking student:

Term Breaks

To be eligible for student employment during winter break, spring break, or summer session, a student must have been eligible for student employment the term just prior to the break and must expect to meet eligibility requirements for student employment during the term following the break.

STUDENT STATUS	MINIMUM ENROLLMENT*
Undergraduate and post baccalaureate student*	6 credit hours per term
Undergraduate international student	12 credit hours per term**
Graduate student officially admitted to Graduate School (not an international student)	3 credit hours per term
Graduate student officially admitted to Graduate School and <i>who is also an international student</i>	9 credit hours per term**

Job Performance and Separation from Employment

Student employees or a supervisor may end the student's employment at any time for any reason. Student employment at the University is at-will. At-will means the employment relationship can be terminated at any time.

During the new employee orientation, the Learning Outcomes on page 4 are reviewed. Expectations of appropriate behavior will be defined at that time.

Performance evaluation is done on a day-to-day basis. New employees will have three weeks from the first working shift to demonstrate the Learning Outcomes. All other positions will be reviewed during training periods and follow up on the job as needed.

Corrective actions may be required when an employee is not performing satisfactorily. Corrective actions will begin with a conversation regarding the areas of improvement. If the employee's performance does not significantly improve then a second conversation, suspension or termination may occur.

Discrimination

Oregon State University policy prohibits any act that either in form or operation, and whether intended or unintended, unreasonably differentiates among persons on the basis of a protected status. This definition reserves to the University, in furtherance of its educational mission, the right to address conduct that would not necessarily be unlawful. It is not intended to create individual or group rights, whether contractual or otherwise, that do not exist under existing law.

Discriminatory Harassment

Oregon State University policy prohibits behavior based on another's protected status that is sufficiently severe or pervasive that it has the effect, intended or unintended, of unreasonably interfering with an individual's work or academic performance because it has created an intimidating, hostile, or offensive environment and would have such an effect on a reasonable person of that individual's status.

This policy is not intended to and will not be applied in a way that would violate rights to academic freedom and freedom of expression.

Protected Status

Oregon State University, in compliance with state and federal laws and regulations, does not discriminate on the basis of age, color, disability, gender identity or expression, genetic information, marital status,

national origin, race, religion, sex, sexual orientation, or veteran status in any of its policies, procedures, or practices.

OSU's Commitment

Oregon State University, as an institution of higher education and as a community of scholars, affirms its commitment to the elimination of discrimination and discriminatory harassment, and the provision of equal opportunity for all. An objective of Oregon State University is the creation and maintenance of a positive atmosphere of nondiscrimination in every phase and activity of university operations.

Harassment and intimidation can impede an individual's ability to participate fully in the educational process. Acts of discrimination, harassment and insensitivity hurt and degrade all members of the campus community whether victim, perpetrator, or observer. Every member of the university community is responsible for creating and maintaining a climate free of discrimination and harassment.

Sexual Misconduct and Discrimination Policy

Oregon State University is dedicated to promoting and fostering a safe environment for all students, staff, and faculty. As an employer and educational institution, OSU has a responsibility to take reasonable steps to eliminate sexual misconduct of any kind, including sexual harassment, sexual assault, intimate partner violence, sexual exploitation, and stalking. We must also work to prevent their recurrence and to address their effects.

Link to the policy and process:

http://policy.oregonstate.edu/UPSM/05-001_sexual_misconduct_discrimination

Stress Management - Tips from Counseling & Psychological Services

Stress is a part of life. Managing all your commitments, such as academics, family, friends, and work, can be challenging. While stress is usually seen as a negative, even positive situations like a new job or relationship can create stress. Stress can also serve as a motivator, for example when the deadline for a paper is approaching.

Different people react to stress differently. The same situation that one person finds energizing maybe extremely stressful to another. Stress is not going to go away, so managing stress not eliminating it is your goal.

Visit the following link for help in managing stress. <http://counseling.oregonstate.edu/Stress-Management>

Student Code of Conduct

Oregon State University is pleased to announce the launch of a renewed [Code of Student Conduct](#) to enhance the university's ability to create and maintain safe and equitable environments for our students to learn, explore, work, innovate and thrive.

Resources for reports of sexual harassment:

Must Report to:

Office of Equal Opportunity & Access Equal.Oppportunity@oregonstate.edu | 541-737-3556
Eoa.oregonstate.edu for online reporting 24/7

During an active emergency, you can report to:

Oregon State Police/OSU Department of Public Safety 541-737-7000 (Emergency)
541-737-3010 (Non-Emergency)

Corvallis Police Department 541-766-6924

Emergency 911

To Refer For Confidential Advocacy:

Survivor Advocacy and Resource Center (SARC) 541-737-2030 or survivoradvocacy@oregonstate.edu

Counseling & Psychological Services (Students Only) 541-737-2131

National Suicide Prevention Lifeline 1-800-273-TALK (8255)

Employee Assistance Program for Faculty/Staff (EAP) 800-433-2320

Center Against Rape and Domestic Violence (CARDV) 541-754-0110

