A job with Union and Student Activities is . . .
a stepping stone for your future!

Marissa Romano

I am the new Assistant Marketing Director of Walden Galleria, Buffalo-Niagara’s premier shopping center. Walden Galleria has over 200 retailers, 10 full service restaurants, an RPX Regal Cinema, indoor karting track and much more! Walden Galleria is a part of the Pyramid Management Group Real Estate company, which has over 20 shopping centers in the portfolio in New York, Massachusetts, Ohio and Virginia.

As Assistant Marketing Director I handle all website and social media management including creative content and graphic design. Additionally, I am responsible for planning and promoting events in the center to drive traffic and increase sales. I work with all retailers, restaurants and specialty leasing to ensure positive sales trends. I create, edit and distribute all in mall signage and hand-held directories or advertisements. Furthermore, my responsibilities include drafting and sending out all press releases for the center, e-mail blasts that cover not only the immediate Buffalo-Niagara region but also tailored and edited e-mail blasts to our neighboring Canadian market, New England market and Rochester/Syracuse markets.

This is my dream job! I get to play on Photoshop, tweet, Instagram, attend soft openings and exclusive events, write press releases, run events and do gifts and giveaways on a daily basis. I, 100% without a doubt, would not have landed this position if it weren’t for my experience with USA. I can say that because my General Manager told me in my interview that I had experience he’d never seen from a fresh college graduate.

Tim Yahner

I am the Assistant General Manager for American Campus Communities (ACC). I am currently assigned to Nittany Crossing – a property in ACC’s State College-Buffalo portfolio.

Shortly after Fall 2014 graduation, I started my career in property management as a Leasing Manager. From there I became an AGM, a position that wears many hats. My duties include overseeing Leasing, Bookkeeping, Vendors and Contractors, and most rewarding, our Community Assistant Program that includes a staff of 6 current Penn State students.

My time spent at Union and Student Activities has been tremendously beneficial to the start of my career. I think a skill that may go often overlooked in the academic setting is the ability to make clear, methodical decisions at a moment’s notice. I was able to develop this skill at my time at Associated Student Activities (ASA) as that office oversees over 600 active student organizations at Penn State. Customer service was also a skill that I was able to improve upon at USA, and I am thankful for having an opportunity to interact with the talented staff that department has at Penn State.

I really enjoy Property Management. There is never a day that goes by that is the same as the next. Nothing is more rewarding than to hear from our residents when we have met our goal of exceeding their expectations. There is no doubt that if you are reading this as a student member of Union and Student Activities that you will be able to draw from what office you are employed.

Best of luck to everyone this year!
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Welcome to our staff! As an employee you are a 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 building and its services. Providing a good experience for our students, staff, faculty, and visitors who use the HUB-Robeson Center (HUB) is dependent on the knowledge and effort put forth by the staff of the HUB. We look forward to working with you!

**Job Knowledge**
Job knowledge is critical to your success as a student employee. If you are not clear about what it is you are expected to do, it is important to ask one of the staff members. When you were hired to work in Union and Student Activities (USA), you assumed the responsibility to actively engage in learning. While learning, it is our hope that you will recognize and enjoy the important role you have in providing others a quality experience in the HUB.

Learning your job and developing leadership and life skills are a lifetime activity. Approach your work with a good attitude, and make an effort to learn while working here. The staff has responsibility for ensuring that student employees become effective contributors to the staff of USA. With that in mind, this manual will provide you with the tools you will need to be a successful member of our team. Have fun!

**The Penn State Principles**
The Pennsylvania State University is a community dedicated to personal and academic excellence. The Penn State Principles were developed to embody the values that we hope our students, faculty, staff, administration, and alumni possess. At the same time, the University is strongly committed to freedom of expression. Consequently, these Principles do not constitute University policy and are not intended to interfere in any way with an individual’s academic or personal freedoms. We hope, however, that individuals will voluntarily endorse these common principles, thereby contributing to the traditions and scholarly heritage left by those who preceded them, and will thus leave Penn State a better place for those who follow.

*I will respect the dignity of all individuals within the Penn State community.*

The University is committed to creating and maintaining an educational environment that respects the right of all individuals to participate fully in the community. Actions motivated by hate, prejudice, or intolerance violate this principle. I will not engage in any behaviors that compromise or demean the dignity of individuals or groups, including intimidation, stalking, harassment, discrimination, taunting, ridiculing, insulting, or acts of violence. I will demonstrate respect for others by striving to learn from differences between people, ideas, and opinions and by avoiding behaviors that inhibit the ability of other community members to feel safe or welcome as they pursue their academic goals.
**I will practice academic integrity.**

Academic integrity is a basic guiding principle for all academic activity at Penn State University, allowing the pursuit of scholarly activity in an open, honest, and responsible manner. In accordance with the University Code of Conduct, I will practice integrity in regard to all academic assignments. I will not engage in or tolerate acts of falsification, misrepresentation or deception because such acts of dishonesty violate the fundamental ethical principles of the University community and compromise the worth of work completed by others.

**I will demonstrate social and personal responsibility.**

The University is a community that promotes learning; any behaviors that are inconsistent with that goal are unacceptable. Irresponsible behaviors, including alcohol or drug abuse and the use of violence against people or property, undermine the educational climate by threatening the physical and mental health of members of the community. I will exercise personal responsibility for my actions and I will make sure that my actions do not interfere with the academic and social environment of the University. I will maintain a high standard of behavior by adhering to the Code of Conduct and respecting the rights of others.

**I will be responsible for my own academic progress and agree to comply with all University policies.**

The University allows students to identify and achieve their academic goals by providing the information needed to plan the chosen program of study and the necessary educational opportunities, but students assume final responsibility for course scheduling, program planning, and the successful completion of graduation requirements. I will be responsible for seeking the academic and career information needed to meet my educational goals by becoming knowledgeable about the relevant policies, procedures, and rules of the University and academic program, by consulting and meeting with my adviser, and by successfully completing all of the requirements for graduation.

**Student Affairs Mission Statement**

Student Affairs cultivates student intellectual and personal development by promoting engagement in teaching and learning, academic success, and integration into the Penn State community. Our vision is to strive to provide the highest quality educational programs and services that challenge and support Penn State students as they become active and responsible members of their communities.

**Union and Student Activities Mission Statement**

Union and Student Activities complements the academic experience by offering students opportunities in leadership, social responsibility, and civic engagement. Through the various boards, governing councils, and committees, our staff provides a variety of purposeful cultural, educational, and social, leadership and recreational experiences. We encourage self-directed activities challenging students to strive towards their full potential within an environment that fosters respect, values all persons, appreciates diversity and celebrates the contributions of all its members.

**Non-discrimination Policy**

The Pennsylvania State University is committed to the policy that all persons shall have equal access to programs, facilities, admission and employment without regard to personal characteristics not related to ability, performance, or qualifications as determined by University policy or by state or federal authorities. It is the policy of the University to maintain an academic and work environment free of discrimination, including harassment. The Pennsylvania State University prohibits discrimination and harassment against any person because of age, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation, gender identity or veteran status. Discrimination or harassment against faculty, staff or students will not be tolerated at The Pennsylvania State University.
**Non-violence Statement**

It is the policy of Penn State University that acts of violence, threats of violence, or intimidation will not be tolerated. USA recognizes the importance of providing a safe environment for all its members. In this community, victims/survivors will be treated with dignity and respect. Any persons found in violation of this policy may be subject to disciplinary action. Violators may also be subject to criminal prosecution.

**Fair Employment Policies**

The University is committed to the principle that all persons shall have equal access to employment without regard to personal characteristics not related to ability, performance, or qualifications as determined by University policy, contract, or state or federal authorities, and that the University does not discriminate against any person because of age as defined by law, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation, or veteran status. See [http://guru.psu.edu/policies/OHR/hr01.html](http://guru.psu.edu/policies/OHR/hr01.html) for further information about this policy.

**Statement on Intolerance**

The University is committed to creating an educational environment which is free from intolerance directed toward individuals or groups and strives to create and maintain an environment that fosters respect for others. As an educational institution, the University has a mandate to address problems of a society deeply ingrained with bias and prejudice. Toward that end, the University provides educational programs and activities to create an environment in which diversity and understanding of other cultures are valued.

Acts of intolerance violate the principles upon which American society is built and serve to destroy the fabric of the society we share. Such actions not only do untold and unjust harm to the dignity, safety and well-being of those who experience this pernicious kind of discrimination but also threaten the reputation of the University and impede the realization of the University’s educational mission. See [http://guru.psu.edu/policies/AD29.html](http://guru.psu.edu/policies/AD29.html) for further information about this policy.

**Smoking Policy and Guideline**

Smoking of any material is prohibited in all University facilities, at all locations, including University-owned vehicles. Use of tobacco is only permitted in designated areas and on approved shift breaks. Smoking is prohibited in any outside area adjacent to a facility whose configuration and/or other physical circumstances allow smoke either to enter and affect the internal environment or to unduly affect the environment of those entering or exiting the facility. Exemptions to this policy may be made by the Smoking Policy Review Committee if the committee deems granting the exemption to be reasonable for business or research reasons as submitted by the unit that requests the exemption. See [http://guru.psu.edu/policies/AD32.html](http://guru.psu.edu/policies/AD32.html) for further information about this policy.

**Environmental Health and Safety Policy**

[http://guru.psu.edu/policies/SY01.html](http://guru.psu.edu/policies/SY01.html)

All employees, students and visitors are expected to comply with the following statements:

- All University employees and students have specific responsibilities to comply with established health and safety policies, standards, rules, procedures and regulations. Compliance with these is essential to create and maintain a healthy and safe environment at all University locations.
- All must comply with applicable environmental health and safety policies, standards, rules, regulations and procedures. These include safety-related signs, posters, warnings and written/oral directions when performing tasks.
- Do not perform any function or operation which is considered hazardous, or is known to be hazardous without proper instructions and authorization.
- Only use equipment and materials approved or provided by the supervisor or instructor and for which instruction has been provided by this or other experience.
- Become thoroughly knowledgeable about potential hazards associated with the work area; know where information on these hazards is maintained and how to use this information when needed.
- Wear or use prescribed protective equipment.
• Report all unsafe conditions, practices, or equipment to the supervisor, instructor or safety officer whenever deficiencies are observed. Inform the supervisor or instructor immediately of all work-related injuries or accidents and obtain prompt medical attention when necessary. Provide information necessary for the supervisor or safety officer to adequately and thoroughly complete the Employer's Report of Occupational Injury and Illness and any other associated accident/illness reports.

**FACILITY/PROPERTY USE**

**General Regulations on Use of University Property**
The purpose of this policy is to facilitate the effective use and enjoyment of University property by faculty, staff, students, and visitors; to protect the health and safety of those using University property; to protect University grounds and facilities from damage; and to comply with laws, policies, regulations and ordinances applicable to the University. See [http://guru.psu.edu/policies/AD57.html](http://guru.psu.edu/policies/AD57.html) for further information about this policy.

**Use of Outdoor Areas for Expressive Activities**
A university is inherently a marketplace of ideas, and Penn State encourages and protects the rights of members of the University community to express divergent viewpoints and opinions on matters of concern. At the same time, the University expects that persons engaging in expressive activity will demonstrate civility, concern for the safety of persons and property, respect for University activities and for those who may disagree with their message, and will comply with University rules. The purpose of this policy is to provide for expressive activity to be conducted on the grounds of the University in a manner consistent with these principles.

This policy is applicable to University students, faculty, staff and others who wish to engage in speaking, literature distribution, poster or sign displays, petitioning and similar noncommercial activities (generally referred to as “expressive activity”) at outdoor locations on University property. Use of University buildings and indoor facilities is addressed in other University policies. University grounds and buildings are reserved for use by students, faculty and staff, except as otherwise permitted by policies of the University. Questions concerning this policy should be directed to the Event Management Office, 125 HUB-Robeson Center. See [http://guru.psu.edu/policies/AD51.html](http://guru.psu.edu/policies/AD51.html) for further information about this policy.

**General Building Policies**
Public facilities within the HUB are open to students, faculty, staff, alumni, and guests of the University. The USA staff reserves the right to establish policies for the use of the HUB by various types of groups and/or individuals.

Failure to comply with any of the HUB policies or guidelines, and/or any requests by USA staff may result in action by the staff to deny privileges of use of the building, possible referral to proper authorities and/or assess appropriate charges.

The Code of Student Conduct and Penn State University Policies serve as authorities for the HUB/USA, and are the basis for many of the policies in this manual. If changes in the Code of Student Conduct or in Penn State University Policies result in a discrepancy with USA policies, then the current Code of Student Conduct or Penn State University Policies shall prevail.
**GENERAL STUDENT EMPLOYMENT POLICIES**

**Hiring Process**
Policy HR-99 ([http://guru.psu.edu/policies/OHR/hr99.html](http://guru.psu.edu/policies/OHR/hr99.html))

Penn State strives to provide the safest possible environment for its students, faculty, staff and visitors; to preserve University resources; and to uphold the reputation and integrity of the University. This policy supports the University’s efforts to minimize institutional risk, provide a safe environment, and assist hiring authorities in making sound hiring decisions.

This policy establishes a process for ensuring background checks are completed for any individuals, age 18 and over, (paid or unpaid) who are engaged by Penn State in any work capacity effective on or after the date of this policy. This includes employees; volunteers, working with minors; adjunct faculty; consultants and contractors who conduct their work on Penn State premises or who represent Penn State at non-Penn State locations; or other similar positions. In addition, it establishes a process requiring all individuals engaged by the University, including those engaged prior to, as of, or after, the effective date of this policy, to self-disclose criminal arrests and/or convictions as outlined in the Penn State Arrest and Conviction self-disclosure form within a 72-hour period of their occurrence.

Background checks will be used solely to evaluate candidates’ eligibility to be engaged in any work capacity by the University, and will not be used to discriminate on the basis of race, color, national origin, ancestry, religious creed, gender, disability or handicap, age, veteran’s status, gender identity or sexual orientation.

Criminal convictions will be reviewed with respect to the nature and gravity of the offense(s); time since conviction; completion of sentence or any other remediation; relevance to the position for which the candidate is being considered/employee is performing; and discrepancies between the background check and what the candidate/employee self-reported. When a finding adversely impacts eligibility to be engaged by the University in a specific position, the candidate will be notified of the decision and given associated information required by law.

New student employees are required to complete a background check before they can begin work within Union and Student Activities. Those employees who will be returning to work for USA do not need to complete a background check if they have been paid by Penn State University in the previous six months. Student employees who will be hired to work within sensitive areas (i.e. the ASA office, working with large amounts of money, working with minors) will also be required to complete a background check, regardless of their employment status.

To be employed as a student employee within USA, an individual must be enrolled as an undergraduate (minimum of six credit hours) or graduate student (minimum of four credit hours).

During the summer, a student seeking regular employment must have attended the University as a full time or part-time student during the previous semester. To be eligible for employment, the student must also be registered for classes during the summer or in the upcoming semester.

Once you are hired by Union and Student Activities, and your background check has been completed (if applicable) you are required to complete hiring paperwork. **This paperwork must be done prior to you beginning your employment.**
If a student’s work-study grant runs out, the supervisor may, at their discretion, hire the student on wages. This is determined on a case by case basis and only if funds are available. If a student is hired on wages, they must first apply for the position on the psujobs website. (http://psu.jobs/Search/Opportunities.html)

If you have any questions/issues that may arise during your employment such as: payroll issues, work study grant amount, change of bank deposit information, etc. direct those to either Erin or Susan. They are the liaisons with the Student Aid and Payroll departments.

Erin Clouser, 230 HUB-Robeson Center, 863-3786, elq8@psu.edu
Departments: Associated Student Activities, HUB Information Desk, The Break Zone (Billiard and Game Room), and HUB-Robeson Galleries
Susan James, 209 HUB-Robeson Center, 863-4624, saj6@psu.edu
Departments: Center for Arts and Crafts, LateNight Penn State, Student Programming Association (SPA), and Student Activities

**Training**
Training/Orientation sessions are held in the fall and spring semesters for both new and returning employees. These meetings are mandatory. Only extreme emergencies will be accepted as excused absences. Failure to participate in the fall orientation program may result in termination of employment at the discretion of your supervisor. Periodic workshops and/or staff meetings will be held throughout the year as in–service training or staff development. Employees will be compensated for attending all training sessions as part of the current pay period. Training hours will be considered as part of the employee’s maximum forty (40) scheduled work hours per pay period (2-week).

**Mandatory Meetings**
There are mandatory area meetings held throughout the semester. Dates and times of these meetings will be given at the beginning of each semester. Your attendance is expected. Missing a meeting is equivalent to missing a shift and will result in disciplinary action. If you continue to miss meetings you may be terminated from employment. If you are not able to attend a meeting, you must contact your area supervisor in writing at least 24 hours prior to the meeting to schedule a make–up meeting. Employees will be compensated for attending mandatory meetings and these will be considered part of the current pay period. However, employees will not be compensated for make–up meetings, which will be scheduled at the convenience of the area supervisor.

**Evaluations**
All employees will be evaluated each semester. These evaluations will be important in terms of references, letters of recommendation, promotions, continued employment, and one’s personal development. A signed copy of your evaluation will be kept on file with your supervisor.
Unemployment
All student employees are considered part–time by the University and under no circumstances are student employees permitted to collect unemployment.

SCHEDULING

Work Schedules
Schedules are developed by area supervisors or their designee. Employees are asked to submit requested shifts along with class schedules to area supervisors. Schedules for the upcoming semester are then completed and handed out to the employees. Please note: For those students taking internships or student teaching, it is your responsibility to submit schedules for the following semester in a timely manner.

Work Hours
Fall and Spring semester work hours: Student employees will be scheduled for no more than a total of forty (40) hours for each two-week pay period.

Summer work hours: Student employees will be scheduled for no more than a total of forty (40) hours for each two-week pay period. **However, if the student employee does not have classes scheduled, he/she can work more than 20 hours/per week.

Phone/Email List and Current Employee File
Student employees are responsible for keeping their current name, address and telephone numbers up to date with their supervisor. Changes should be reported to your supervisor. Correspondence will be directed to your PSU email account and you are expected and responsible for checking your PSU email account at least once a day.

Schedule Changes
Changes in the schedule should be requested and approved by your supervisor. Although an attempt is made to comply with individual wishes, changes are not made for unjustifiable reasons, such as merely disliking a shift. Any change should be reported to and approved by the area supervisor. It is the employee’s responsibility to ensure all assigned shifts are covered. Not showing up for an assigned shift will lead to a disciplinary action. Talk with your supervisor for extenuating circumstances.

Finals Week and Holiday Scheduling
USA will be flexible in working with student employees during finals week at the end of every semester, and will make every effort to give students the time that they need to be successful in their academic efforts. As vital members of the USA staff, however, student employees should make an effort to be available for some work hours during these periods. Students should be aware that all student employment policies related to scheduling, absences, and substitutions must be followed during final exam periods, and that changes to the schedule can only be made through the employee’s direct supervisor.
**WORKING YOUR SHIFT**

**Breaks**
Employees are permitted breaks, when the following conditions apply:

If an employee works more than 4 hours a fifteen-minute paid break is allowed.

If an employee works 8 hours a 1/2 hour lunch and two fifteen (15) minute breaks are allowed. Lunch does not count toward paid time.

After 5:00 PM or on weekends, arrangements for any breaks must be made with the Evening/Weekend Supervisor so that normal building operations may be maintained.

_Lateness and missed shifts will not be tolerated and will be subjected to disciplinary action._

Finding substitutes for an assigned shift is the responsibility of the student employee. Please work with your area supervisor on specific policies regarding substitutions.

**Reporting an Absence**
An employee must call their direct supervisor to report an absence. After 5:00 PM or on weekends, the employee must call the Information Desk and talk to the Evening/Weekend Supervisor on duty at the time. Absences must be reported **at least two (2) hours before his/her shift or by opening, if working the opening shift.** The Evening/Weekend Supervisor is not authorized to excuse an employee. The Manager will only record in writing that the call was received. The employee is still responsible for finding a replacement for their shift. Failure to do so will be considered a missed shift, unless deemed otherwise by the employee’s direct supervisor.

When an employee misses a shift, **he/she must contact the area supervisor within 24 hours of the violation.** Any violation occurring on Saturday or Sunday must be resolved by the following Monday. If not resolved, it is assumed that it is an unauthorized absence and appropriate action will be taken.

**Illness**
Any job–related injury or illness must be reported to your direct supervisor so that an immediate substitute can be obtained. After 5:00 PM or on weekends, employees should contact the Evening/Weekend Supervisor.

Employees are not to work while ill. The supervisor or Evening/Weekend Supervisor (after 5:00 PM or on weekends) must be informed of an illness at the earliest possible time. The employee should make every attempt to obtain a substitute. If a substitute is not obtained, the employee’s absence will be reported to his/her direct supervisor and (s)he will record the absence in the student employee’s personnel file.

**Injury**
If any employee sustains an injury elsewhere that may impair their ability to perform normal job functions, he/she must receive authorization to work from their doctor/supervisor. Injuries will be dealt with on an individual basis, based on the individual’s ability to perform job-related duties.

An employee has an obligation to report any work-related injury, regardless of how minor, to his or her supervisor. Injuries must be reported within 24 hours. The Commonwealth of Pennsylvania has several deadlines that must be met with each injury report. Therefore, strict adherence to reporting deadlines as outlined in SY-04 ([http://guru.psu.edu/policies/SY04.html](http://guru.psu.edu/policies/SY04.html)) will be monitored and enforced.
An electronic injury report must be completed and submitted by the area supervisor or Evening/Weekend Supervisor (after 5:00 PM or on weekends). The employee will receive a copy of the report as well as any other required paperwork. With Penn State’s electronic reporting system, safety officers and HR representatives are notified automatically that a report has been filed for an employee in their area.

*Substitution, Absence, Break and other Policies vary per department. Please clarify with your immediate supervisor.*

**PROTOCOL FOR STUDENT EMPLOYEE DISCIPLINARY ACTION**

First Infraction – Verbal warning: The supervisor will conduct a meeting with the student employee to discuss the infraction. Upon completion of the meeting, the supervisor will follow-up with an email to the student summarizing the meeting outcome(s).

Second Infraction – Written warning: The supervisor will conduct a meeting with the student employee to discuss the infraction. Upon completion of the meeting, the supervisor will follow up with an official letter to the student summarizing the meeting outcome(s). Depending on the infraction, probation is possible.

Third Infraction - Probation: The Supervisor will conduct a meeting with the student employee to discuss the infraction. Upon completion of the meeting, the supervisor will follow-up with an official letter to the student which may or may not include termination of employment.

Given that there may be extenuating circumstances and understanding that sometimes exceptions must be made, the supervisor has discretion when dealing with the disciplinary processes. There also may be times when termination is required immediately. Examples of those are listed below under “Grounds for Immediate Termination.” This is not an exhaustive list.

**Appeal Process**

A student employee may appeal to their immediate supervisor to reconsider disciplinary action. If the student employee is not satisfied with the disciplinary action from the immediate supervisor, they may appeal to the head of the work unit.

If the student is not satisfied with that decision, the final appeal should be directed to the Senior Associate Director, Facilities and Operations or, when applicable, the Senior Director of Union and Student Activities.

**Probation**

Once a student employee is placed on probation, they will remain on probation until the end of the semester. It will be determined at their semester evaluation if the student has demonstrated improvement on their infractions and whether they will be rehired or terminated.

**Suspension of Employment**

It is very important for employees to take responsibility for their individual actions. The following violations of USA policies and procedures may be grounds for suspension of employment:

- Failure to perform duties as stated in the position description.
- Failure to report to work when scheduled.
- Excessive tardiness.
- Failure to obtain a substitute and report a substitution, as listed in the Substitution Policy.
• Leaving the job without authorization.
• Admitting unauthorized or ineligible persons into designated work areas.
• Use of radio/stereo headphones while on duty.
• Eating or drinking at the job station while on duty.
• Failure to follow PSU and/or USA policies and procedures.

**Grounds for Immediate Termination**
Extreme violations of USA and/or Penn State University policies and procedures may result in immediate termination. This means that an individual in violation of the following rules will not be given a warning or probation notice, but will be terminated from employment following a meeting with their supervisor.
• Working while under the influence of alcohol or other non-prescription drugs.
• Pilfering of equipment or theft of items belonging to USA, Penn State University, or others.
• Sleeping while on duty.
• Falsification of payroll.
• Improper off-duty conduct that affects job performance or public trust.
• Any behavior that affects the safety and well-being of others.
• Abuse of authority.
• Insubordination.

Additionally, anyone convicted of a criminal offense may be subjected to immediate suspension and possible termination.

**Drugs/Alcohol**
If an employee is found under the influence of drugs or alcohol while at work, that employee will be terminated immediately. Immediate termination will also occur when any student employee is found using drugs/alcohol prior to coming to work. Student disciplinary action may also be taken where appropriate.

**Internal Conflicts**
When conflict arises, you are expected to address issues with co-workers directly and in a professional manner. If you are unable to solve the problem, contact your direct supervisor to serve as a resource.

**Personnel Files**
Each employee has a personnel file. This file contains the employee’s application and other selected documents. Other documents may include: verbal/written warnings, employee evaluations, and other information recorded about the employee, both positive and negative. With the permission of a supervisor, students are allowed to view their personnel file at any time.

**Team Approach**
We consider our student employees to be team players. The best team members are those who openly and actively support and help each other. You, our student staff, are in direct contact with those whom we serve – students, faculty, staff and the Penn State/State College Community. We value and respect your ideas and constructive feedback/criticism to improve our services and activities, so please let us know your thoughts and ideas about how to make USA and the HUB a better place for those we serve.
GENERAL RESPONSIBILITIES

- Greet customers and guests with a smile.
- No earphones and/or iPods may be in use while working a shift.
- Refrain from eating while at your workstation.
- Document suggestions for improvement by others.
- Be appreciative and receptive to all comments and suggestions.
- Demonstrate an interest in helping customers and possess knowledge about the features and services in the building.

Student Employee Expectations

Be timely! Showing up for work on time is required. You must call in if sick or running late. If you work for an area where you are the only student employee and you fail to show up for your assigned schedule with no notification, your employment may be immediately terminated.

Be in attendance at meetings! Mandatory training meetings are required by USA and each unit. Excused absences are:
- Death in the family – present a copy of the obituary or memorial card.
- Illness – a written doctor’s excuse.
- Review Session or Exam – Signed note from the professor or TA with email address.

Be courteous! When you are answering the telephone and dealing with visitors, please consider the following: be polite, helpful, courteous, and patient. Speak clearly. Greet staff and visitors when they enter your workspace. When taking phone messages, be sure to relay a complete message (date, time, name, phone, concise clear message and your initials).

Be responsible! Follow the dress code and prominently display your name badge. Be in place and ready to work, when your assigned shift begins and take responsibility for your shifts and your actions.

Be knowledgeable! Learn about the HUB and Penn State University. Every employee should have a basic, working knowledge of the department, its programs, services, and facilities at the Student Union.

Be an active part of the team! Recommend any appropriate changes, additions or modifications to improve the quality of services and programs. Communicate with your area direct supervisor.

Be engaged! Be familiar with the USA staff and University administrators.
Conduct While on Duty
Along with the Basic Job Expectations found above, there are several other items to consider while on duty. Please become familiar with the following:

- Employees will assist customers and enforce policies established by USA and Penn State University.
- Employees should be courteous and use tact when handling problems. Most problems can be solved through listening, discussion, and explanation. If a customer “loses control,” remember, he/she is attacking the system, not the employee. Do not take it personally. Try to explain the policy in a controlled, pleasant manner. If you need assistance, call a staff member for help.
- When employees are not on duty, no special privileges will be extended to anyone regarding guests, reservations, or using the facilities when not open.
- Always be alert for any situation that may be dangerous to the customers, try to eliminate the danger and notify your supervisor or the Evening/Weekend Supervisor.
- All employees should be willing to pick up loose paper, articles of clothing, juice bottles, cans, and other items found in the facility. A clean environment is important to the overall operation.
- Employees should take down any posters or signs not on a bulletin board or without USA approval.
- An important responsibility is to curtail the misuse of the facility. Should you see anyone misusing the facility contact your Supervisor or the Evening/Weekend Supervisor (after 5:00 pm during the week or on weekends).
- Employees should report any maintenance or custodial needs to their area supervisor or to the Evening/Weekend Supervisor (After 5:00pm or on Weekends). It is essential that all items needing attention be reported so that repairs take place immediately.
- Employees are asked not to congregate at the Information Desk area. This inhibits customers from approaching the desk and seeking our assistance.
- Excessive socializing is prohibited. Friends should not be congregating around the work area. Personal visits during work time should be very brief and should not interfere with your job duties.

Unruly Persons
At various times/places you may encounter persons whom are disruptive or belligerent. Under no circumstances should you attempt to physically confront any disruptive person. You should contact the area supervisor, a USA staff member, or campus police if any customer refuses to leave the building.

Use of Computer/Office Equipment
Student employees are authorized to use the computers located in their designated work areas of the HUB for the purpose of conducting assigned duties during operational hours only. Friends of employees, roommates, groups doing projects, and others are not authorized to be in staff areas of the HUB, including offices, storage areas, behind the Information Center, or in “back of house” areas. Therefore they may not use the computers. If found in violation of these rules, loss of privileges will result.

PERSONAL RESPONSIBILITIES

Attitude
Whether you realize it or not, the approach you use in fulfilling your job responsibilities will be revealed in how well you perform. The way you approach a situation will be influenced by your attitude.

- How much attention do you pay to details?
- Do you let your moods affect your decisions?
- Are you consistently friendly, enthusiastic, and fair in your enforcement of policies?
- If you do not personally agree with a particular rule, are you mature enough to enforce it impartially and vigorously?
As a staff member, you will come in contact with many people. All of our customers are important. Treat them with respect and in the same manner you would want to be treated.

**Physical Appearance**

Employees of USA will work directly with a variety of customers from both the campus and local community. Therefore it is necessary that staff maintain a professional appearance. Please keep this in mind.

**Dress**

You are expected to dress appropriately and to present yourself in a professional manner. Remember that there is a high degree of visibility and public contact with all positions. Please remember the following:

All USA student employees are required to wear their employee shirt and nametag issued by USA.

- Employees should always appear neat and clean.
- No hats, cut-off jeans, or bib overalls are permitted during work hours.
- Slacks or khaki pants are recommended.
- Summer Dress Code – check with your supervisor for the current dress code

During special events employees may be asked to dress in a more professional manner. Sweat pants, tattered shorts or tattered jeans, clothing advertising other schools, any revealing type of clothing, and vulgar t-shirts or t-shirts w/drugs or alcohol labels are unacceptable. If you lose your USA shirt, you will have to pay $13.00 to receive a new one. You will have one week to obtain a new shirt. After this deadline has passed, and you do not buy a new shirt, your employment will be terminated.

**Name Badge**

Each employee will receive a name badge to keep at work. Please wear it at all times when on duty. It will identify you as a person of authority. The name badge will enable a customer to approach an employee in matters of safety, security, and information. In conflict situations, the employee will be readily identifiable as a person with resolution abilities. Do not wear your badge outside of work.

- The employee name badge must be worn by each student employee every time he/she is on duty.
- The name badge should not be worn when the employee is off duty.
- No one may wear another employee’s name badge.
- Badges must be worn on the front of the person above the waist.

**Tips for Creating a Positive Image**

Have you ever heard the expression “you never get a second chance to make a first impression?” The same is true for the HUB. Our customers will not continue to utilize our services unless they have a positive experience. Here are some tips for fostering that positive image:

- Treat all people with respect – the same way you would expect to be treated.
- Be polite and interested in each customer’s opinion, comments, and suggestions.
- Speak up, articulate your words, and use eye contact.
**Reliability**
Tardiness and missed shifts are unacceptable and will not be tolerated. You are responsible for any hours that you are scheduled to work. If you are unable to work, you must find someone to cover your shift and notify your supervisor of any schedule changes. In the case of an emergency, notify your supervisor immediately.

**Commitment**
All students employed by USA are encouraged to make a minimum one-year commitment to the position for which they were hired. We strive to develop and train students to gain additional responsibilities over time. You are expected to perform to the best of your abilities. Student employees are also expected to actively support Penn State University. You have been selected for your position because you are trustworthy and responsible. Your commitment to USA and the HUB is mirrored in Penn State’s commitment to you. The professional staff of USA will do its best to support you in your efforts as a valued member of the staff.

**Professionalism**
Your personal appearance is important! However, your professionalism and attitude are equally important! You are expected to remain professional in your dress as well as in your language and attitude. For some, you may be the first contact a person has with USA or Penn State University. The impression you make will **always** reflect upon the University. A positive attitude is expected, always. Address all guests and customers in a courteous and helpful manner. Be knowledgeable about your position, the HUB and the campus. If you do not know the answer, direct the individuals to a person who may be able to help him/her, or take a message and see that the person receives a reply. Take pride in what you do!

**HUB-Robeson Center Advisory Board**
The HUB-Robeson Center Advisory Board serves to represent the interests of Penn State University students, faculty, staff and alumni by providing advice and resource information, including policy, to the Senior Director of Union and Student Activities (USA) and the Director of the Paul Robeson Cultural Center. The HUB-Robeson Center Advisory Board is comprised of representatives of the USA constituent groups: undergraduate and graduate students, faculty, a student employee and administrative staff. The Senior Director of USA and the Director of the Paul Robeson Cultural Center are ex-officio members.

**Student Employee Advisory Committee**
The Student Employee Advisory Committee (SEAC) serves to represent the students who work in USA by providing advice, resource information, and feedback to the Director and Senior Associate Directors on matters relating to the student employee program and the operation, use and improvement of the HUB and USA. SEAC is also responsible for helping to plan and facilitate, when possible, student employee training. Any student employed by USA is welcome to participate on the SEAC.
Learning Outcomes

- Be able to demonstrate an understanding of what the various offices within USA provide for students, faculty, staff, and guests; able to answer questions and direct people to the correct office.

- Be able to demonstrate an appreciation for a diverse community inclusive of race, ethnicity, class, sexual orientation, or job classification.

- Be able to effectively communicate through all forms of expression, including the written word, speech, and social media.

- Practices effective management skills by attending meetings, professional development opportunities, being punctual, completing assigned tasks and duties.

- Illustrates an understanding of professionalism by being an effective team player, exhibiting confidence, being accountable, respecting self and others, and taking initiative as a leader.

- Be able to locate information regarding the various activities occurring within the HUB-Robeson Center and throughout the University when necessary.
# Student Employee Evaluation

**Student Name:** ____________________  
**Supervisor:** ________________________

**Department:** ____________________  
**Date of Evaluation:** ____________________

**Evaluation Key:**  
1 = Unsatisfactory  
2 = Fair  
3 = Average  
4 = Good  
5 = Excellent

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<td>2. Job knowledge</td>
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<td>4. Seeks involvement and feedback from others</td>
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<td>5. Teamwork – cooperation with co-workers</td>
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<td>6. Writes and speaks coherently and effectively</td>
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<td>7. Customer service</td>
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<td>8. Ability to follow direction and instruction</td>
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<td>9. Punctuality and attendance</td>
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<td>11. Keep work area neat and organized</td>
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<td>12. Appropriate dress and presentation</td>
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<td>13. Attends all mandatory training sessions/meetings</td>
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<td>14. Overall performance</td>
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**Strengths:**

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Areas for improvement:

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________________________

________________________

________________________

Rehire □  Probation □  Do Not Rehire □

Employee Signature: ___________________________ Date: ______________

Supervisor Signature: ___________________________ Date: ______________

**My signature indicates that I have been advised of my performance and does not necessarily imply I agree with the evaluation. I understand that I may attach comments to this document to be held on file.**
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