

Arizona Student Unions

*Employee
Handbook*

The Arizona Student Unions' Employee Handbook provides all the basic rules and regulations for employment. Additional policies and procedures will be provided by your specific unit.

Letter from the Director



Bill Shiba, Director

Welcome New Employees!

Congratulations on your selection as a Student Unions employee. Here at the Unions we believe that our employees are our most valuable asset.

Our goal is to provide the campus community with the best in facilities, services, and programs. This handbook is provided to you as a guide to our expectations as well as a resource for your use on the job.

We hope your employment experience here will be a positive one, but if for any reason you experience any difficulties, please feel free to talk to your supervisor. Our doors are always open and we will do everything we can to help.

Please help us renew our commitment to our campus community to provide the best possible service, programs and resources. With your help, we can all benefit and excel while keeping the Arizona Student Unions an integral part of the University of Arizona Community.

Sincerely,

A handwritten signature in black ink that reads "Bill Shiba".

Bill Shiba,
Executive Director



Contents

I. INTRODUCTION	1
A. About The Arizona Student Unions.....	1
B. Mission Statement.....	2
C. Union Values.....	2
D. The Arizona Student Unions.....	3
E. The Student Union Memorial Center Building	3
F. History of the Student Unions	4
G. The U.S.S Arizona	6
H. Key Areas & Staff.....	7
I. Union Committees.....	10
J. Role of the College Union	10
K. Student Affairs	11
L. Union Facts.....	12
 II. RESPONSIBILITIES & IMPORTANT INFORMATION	 13
A. Responsibilities.....	13
B. New Employee Orientation (NEO).....	14
C. W.H.A.T. Customer Service.....	16
D. Job Performance Standards	17
E. Payday	17
F. University Holidays.....	18
G. Dress Code.....	18
H. Grooming.....	20
I. Nametags.....	20
J. Eating	20
K. Studying.....	20
L. Time Card and Time Clock	21
M. Staff Meetings.....	21
N. Evaluation Procedures & Raises.....	21
O. Cash Handling Procedures	22
 III. EMPLOYMENT POLICIES & WORKING CONDITIONS	 24
A. Attendance and Punctuality.....	24
B. Absenteeism	24
C. Tardiness	24
D. Call In Procedures	25
E. Substitution.....	25
F. Breaks	25
G. Email Policy	26



H. Personal Electronics & Phone Calls	26
I. Personal Visitors.....	26
J. Personal Use of Supplies, Equipment, & UA Property.....	27
K. Arizona Student Unions' Vehicle Policy	27
L. Sexual Harassment.....	28
M. Anti-Discrimination Policies.....	28
N. Smoking, Alcohol, and Drugs.....	28
 IV. BENEFITS & SERVICES	 29
A. Employee Suggestions.....	29
B. 50/50 Meal Plan	29
C. Sick Leave Procedures	30
D. Vacation Leave.....	30
E. Break Drinks.....	31
F. Verification.....	31
G. Grievance Procedure.....	31
H. Professional Internship Program.....	31
I. Student Human Resources	32
J. Online Tools.....	32
K. UAccess and Direct Deposit.....	33
 V. EMERGENCY PROCEDURES	 34
A. Evacuation Process/Fire Alarms.....	34
B. Handling Threatening Calls	35
C. Criminal Activities in the Unions	35
D. Medical Attention—Customers	35
E. Reporting on the Job Injuries	36
 VI. CONCLUSION.....	 37
 VII. AMENDMENT POLICY.....	 37
 VIII. SUMC Map	 38
 IX. PSU Map	 40
 X. Other Union Outlets.....	 41



I. INTRODUCTION

A. About The Arizona Student Unions

The Student Union Memorial Center, Park Student Union and our Food Stop services are a very large and diverse operation serving students, staff, faculty and guests campus-wide. The rules and regulations contained in this handbook apply to all employees:



Retail & Administration: Business/Accounting • Fast Copy • Fast Design • Games Room • Marketing • Meal Plan Office • Post Office • Student Human Resources • Multimedia



Center for Student Involvement & Leadership: Administration Support, SUMC • Commuter Programs • Gallagher Theater • Games Room • Off-Campus Housing • Union Galleries



Union Operations: Operations Management • Computer Support • Event Services • Information Desk • Lost and Found • Maintenance • Custodial & Information Technology



Dining Services, SUMC: 3 Cheeses & a Noodle • Cactus Grill • Cafe Sonora • Campus Concessions • Canyon Cafe & Bistro • Cellar Bistro • Chick-fil-A • Core • Event Scheduling • Fro-Yo • I.Q. Fresh • On Deck Deli • Redington Catering • Redington Restaurant • Starbucks • Warehouse & Production

Park Student Union: Bagel Talk • Code • Core II • Park Avenue Market & Food Court

Union Food Stops: Bookend Café (Main Library) • Boost • Eller Deli (McClelland Hall) • Fuel (Student Rec. Center) • Highland Market • Nucleus Cafe • McClelland (McClelland Hall) • McKale (McKale Center) • Park Avenue Market • U-Mart • USA (University Services Annex)



B. Mission Statement

A mission statement is a formal, short written statement of the purpose of a company or organization. A vision statement outlines what the organization wants to be, or how it wants the world in which it operates to be. It concentrates on the future. It is a source of inspiration. It provides clear decision-making criteria.

Mission statement:

The Student Unions are the gathering place for the University of Arizona community where everyone can eat, play, connect and get involved. Active and engaging services, programs, and opportunities make the Unions more than a space; it is a symbol of the campus community.

Vision statement: **The Place To Be**

C. Union Values

The Unions have identified three core values that are reflected in everything we do. They are a commitment to: **students, quality** and **excellence**.

We value STUDENTS:

- **Student Environment:** by creating safe, accessible places to comfortably live, work and learn while nourishing their physical and intellectual needs
- **Student Involvement:** by providing challenging and supportive opportunities while empowering their unique voice
- **Student Life:** by generating fun, creative, and memorable experiences to collectively develop and grow beyond the classroom

We value QUALITY:

- **Quality People**, who bring passion, joy and diverse experiences to work, and invest in their own personal development
- **Quality Service**, driven by creativity and innovation to meet our customers' needs
- **Quality Citizenship**, where social justice, volunteerism and sustainable practices are encouraged and expected of all

We value EXCELLENCE:

- **In Profession:** by bringing knowledge, experience, skill, insight, and aptitude to deliver quality services and programs
- **In Work:** through integrity, professionalism, accountability, collaboration and open communication to successfully achieve our mission
- **In Learning:** by coaching, teaching and mentoring one another to continuously learn and improve



D. The Arizona Student Unions



The Student Union Memorial Center (SUMC) is one of the largest student unions in the United States. With the Center for Student Involvement & Leadership, dining services, retail services and more, we strive to provide a “home away from home” to balance the diverse educational, recreational, cultural and social needs of today’s student.

The Student Union, which is at a size of 405,000 square feet, contains everything students need – restaurants, shopping, lounges, study/meeting rooms, computers, copy services, and a post office. It even has an art gallery, a 342-seat movie theater, and a 20,000 square foot ballroom. SUMC is often referred to as the “living room” of the University.

While most other universities and other PAC-12 schools run a Residence Hall dining environment with a mandatory meal plan, the Arizona Student Unions provide a range of restaurants and food stops with a voluntary meal plan. All of our Dining Services restaurants are 100% self-supported and self-operated by the Unions (except for Burger King, Papa Johns, and Panda Express, to whom the space is leased). Dining Services is truly self-supporting with no tax dollars and limited fee support to help offset expenses.

The Arizona Student Unions consist of both the Student Union Memorial Center and the Park Student Union, as well as Highland Market and a number of convenience stores and food stops around campus (such as the Eller Deli and Bookend Cafe). In addition to campus dining services and catering, the Arizona Student Unions also run mall scheduling, athletic events concessions, Fast Copy & Design, the Games Room, the Gallagher Theatre, and a Post Office Contract Unit.

E. The Student Union Memorial Center Building

SUMC (Student Union Memorial Center)

The SUMC building itself pays tribute in both design and memorabilia to the battleship U.S.S. Arizona, which sunk in 1941 in Pearl Harbor (for more about the history of the ship, see **Section G. The U.S.S. Arizona**). Many nautical references can be found in the



architecture – for example, the south end of the building represents the bow of the ship, the north end the stern. Located prominently in front of the bell tower is a large mast and sail, which provides shade for the building.



The Canyon

The Canyon and Turret

An outdoor walkway known as “The Canyon” runs between the east and west sides of the new building. Enclosing a grand stairway and culminating in a canted circular lid, the cylindrical drum is intended to be an allusion to the shape of the U.S.S. Arizona’s main gun turret. Access walks on the battleship’s bridge are abstracted in the form of three curving elevator balconies.

The east wall of the canyon is curved to replicate the silhouette of the U.S.S. Arizona, and the colors of the walls represent the stratus layers of Arizona’s canyons. A water feature animates this grand space with the sound of falling water.

Designed to be ecologically sensitive to its desert environment, the fountain’s pools are subtly reminiscent of the waters covering the U.S.S. Arizona. Battleship anchor chains and rusting steel plates that abstract the pieces of the ship’s hull are incorporated in the design.

F. History of the Student Unions

History of the Student Unions

The Student Union Memorial Center (or SUMC, our current Student Union building) was officially opened in February 2003, after a construction period that lasted over three years. It was built in the footprint of the old Student Union building, which was built in 1951 and was in desperate need of renovation and expansion due to maintenance issues, as well as rising enrollment at the University of Arizona. The SUMC was built with a strong nautical theme, in order to reflect the Student Unions’ tradition of honoring the fallen men of the U.S.S. Arizona, a battleship sunk during the attack on Pearl Harbor in 1941.

Beginnings of a Student Union

The idea of constructing a student union building was first suggested by UA president Cloyd Marvin in 1923, but plans were not drawn until much later, and the project was hindered by lack of money and the advent of World War II. However, as the war drew to an end, there arose a clear need to provide facilities to all the G.I.s returning as students (as well as a memorial to all the UA alumni that fell during battle). Fund-raising

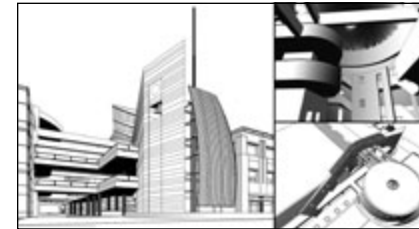
Student Union circa 1951



finally began in 1945, spearheaded by UA president James McCormick and banker W. Roy Wayland, and construction of the building was finally completed in 1951. It took about \$1.2 million and 16 months to build and furnish.

The original Student Union contained meeting rooms, a cafeteria (known as the “Coop” or “Catsbah”), a kitchen, a large ballroom, and even a post office and games room. The authentic U.S.S. Arizona bell was hung in the clock tower in 1946. The building had to expand constantly over the next few decades to accommodate the UA’s rising student population.

By the turn of the century, the 50-year-old Student Union building was bursting at the seams. Enrollment had increased from 22,000 to 35,000, and the Union (at 270,000 sq. ft) had no more room for expansion. Not only that, but there were no bathrooms on



the main level, nothing was ADA-accessible, and the building was plagued with maintenance problems. The only solution was to raze the building and start from scratch.

Building the Student Union Memorial Center

While students supported the building of a new student union, they felt the University should bear the cost of building it. The total project was approximately \$60 million (\$150 per square foot) and bonds were sold to help finance the project. The University fully supported the project and the bonds are being paid off with payments from the Student Union, Bookstore and other University funding.



But that was not the only challenge! Because the Student Union served as the dining facility for all residence halls on campus, food services had to be kept running while





the building was being torn down and reconstructed in the same location. Construction was performed in two phases, while staff continued to serve 35-40,000 customers per day.

Despite the challenges, the new Student Union Memorial Center was officially opened in February 2003, after 40 months of construction.



G. The U.S.S Arizona

The U.S.S. Arizona (BB-39) was a battleship of the United States Navy that was commissioned in 1916 and saw almost 30 years of service. Used extensively as a patrol ship during World War I, she was a Pennsylvania-class weighing over 31,000 tons and measuring in at over 600 feet long.

On December 7th, 1941, the Arizona was docked at Pearl Harbor when the Japanese attacked, drawing the United States into World War II. The battleship was bombed twice and exploded, sinking at her berth and taking 1,177 lives (half of all fleet casualties during the Pearl Harbor attack). Many of the officers on board received awards for their bravery.

Facts about the U.S.S. Arizona:

- The wreck of the U.S.S. Arizona still lies at Pearl Harbor, Hawaii, and a memorial to the fallen crewmembers was constructed above the sunken remains for visitors to pay their respects.
- The ship is listed as a National Historic Landmark.
- All U.S. Presidents since Franklin Roosevelt have visited the wreckage of the Arizona.
- The crews of all military ships that enter Pearl Harbor salute the memorial in a ceremony known as “manning the rail”.
- The U.S.S. Arizona is no longer in commission, but she is considered to be a U.S. military cemetery.
- The wreck has begun to leak oil in recent decades, and the visible slick marks on the water’s surface are known as “tears of the Arizona”. Legend has it that the oil will stop leaking when the last survivor passes away.
- The attack at Pearl Harbor in 1941 was the Arizona’s first and last real battle.



The U.S.S. Arizona Bell

The preservation of the U.S.S. Arizona Bell is dedicated to the memory of the men who lost their lives on the battleship “Arizona” in the attack on Pearl Harbor on December 7, 1941. It is one of the two original bells salvaged from the U.S.S. Arizona. In 1944, Wilbur L. “Bill” Bowers, UA alum, saved the bell from destruction and was instrumental in the University of Arizona’s acquisition of the bell in 1946. The bell is rung on special occasions and seven times on the third Wednesday of every month at 12:07 pm to honor the achievements of the University of Arizona and its community.

H. Key Areas & Staff

The Arizona Student Unions consist of four main branches – CSIL (or the Center for Student Involvement and Leadership), Dining Services, Operations, and Admin/Retail (for a complete list, see page 1). Although these departments are very different from one another, they are not isolated from each other. The Student Union is an integrated unit made up of these departments. The following sections will introduce you to all the areas that make up the Student Union family!

Note: After hours and on the weekends, the Operations Manager (O.M.) is in charge of the building, and can be contacted in the event of any emergency or problem within the Student Union. They can be phoned at SUMC at 520-247-6099 (or paged at 520-291-7562), or at PSU at 520-906-1595.

Dining Services

The University of Arizona is proud to offer one of the finest college dining services in the country. Its quality, variety, convenience, and flexibility are unsurpassed. There are over 35 different eateries, conveniently situated throughout the campus to meet student dining needs for every meal, every day. Dining Services also runs Union event and mall scheduling. From cafeteria dining to national franchises and brands—plus a variety of specialty restaurants and value added meal plans—the University of Arizona strives to provide students with the very best!

CSIL - Center for Student Involvement and Leadership

Develop new friendships; connect with diverse people and groups; expand your knowledge of the UA; and advance your leadership knowledge and experience at the Center. CSIL is composed of student volunteers and staff who enrich University of Arizona community life with great programs and student opportunities. The CSIL contains student involvement spaces such as the Gallagher Theater, Games Room, and Union Galleries, as well as the Off Campus Housing and Commuter Student Affairs offices.



Admin/Retail

The Arizona Student Unions offer several convenient retail services, right inside the Student Union Memorial Center, so students never have to leave campus. Union run retail services include Fast Copy & Design, the Meal Plan office, U-Mart/Boost, and the post office. *Note: The UA Bookstores, as well as other leased spaces including Wells Fargo, Great Clips, and Kaplan, are not run by the Arizona Student Unions.*

Administration units within the Student Unions include the Business Office, payroll, accounting, marketing, multimedia, committees, and human resources.

Operations

Managing the day-to-day functions of keeping the Unions running is the job of the “Ops” team. They provide important services such as setup for the Union meeting rooms, audio-visual services, computer support, information technology, maintenance, housekeeping, custodial, and managing the Union Information Desk.

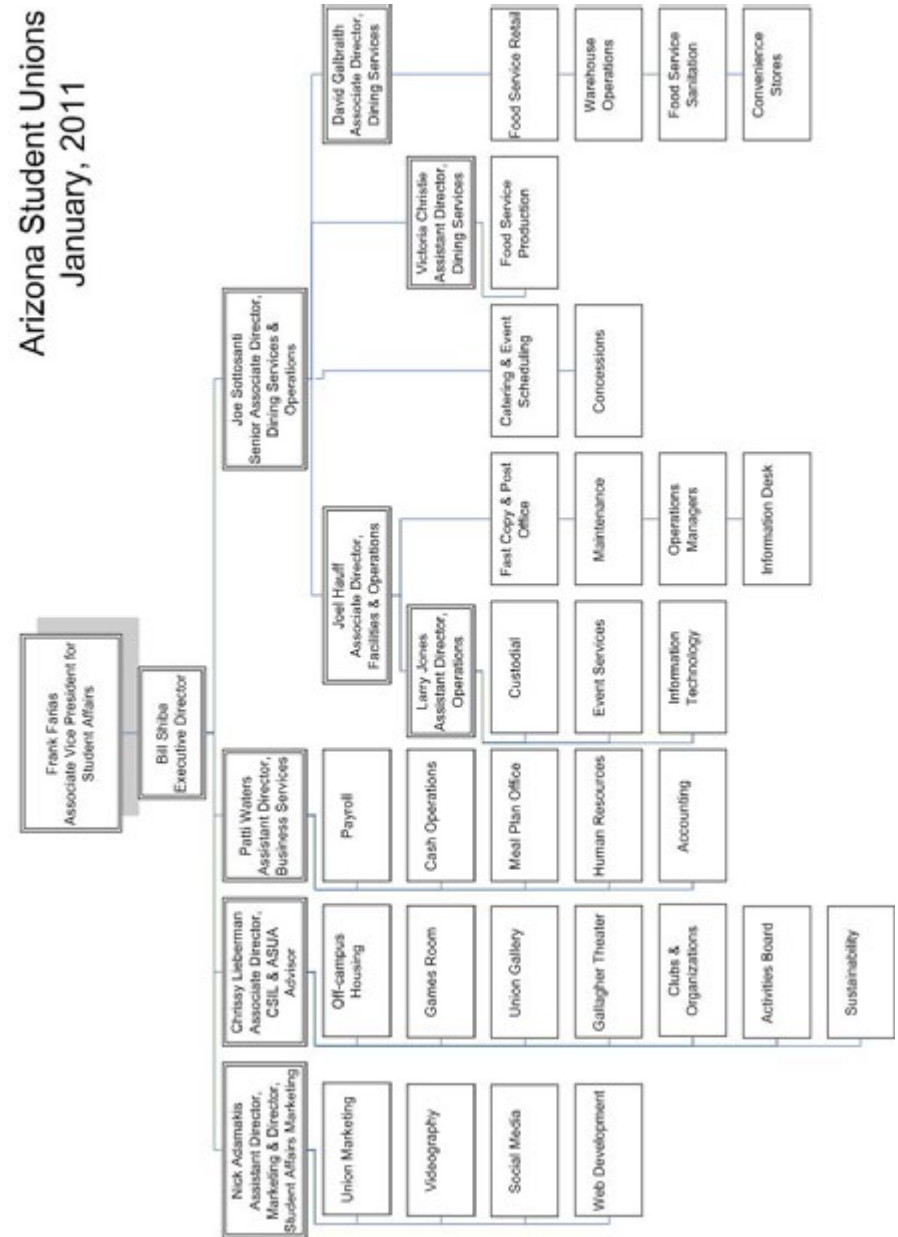
Park Student Union

The Park Student Union is conveniently located on Park Ave. next to the Kaibab-Huachuca residence hall, and is within walking distance of many of the UA residence halls on the West side of campus. PSU is also home to KAMP student radio, the PSU Bookstore, Park Avenue Market, Bagel Talk, Code and Core II.

Union Food Shops

Other satellite locations operated by the Student Unions include Highland Market (open 24hrs), Fuel (located in the Rec Center), and several convenience stores and cafes in the Memorial Student Union, McClelland, AME, Bio 5 and McKale buildings.

Arizona Student Unions January, 2011



I. Union Committees

Committee Involvement

The Arizona Student Unions is dedicated to actively engaging its staff into the community of the Unions. We proudly recognize that our team sets the tone for our success, and it is important to us that we provide avenues for feedback, development, support, and recognition. To that end we have developed a community of eight committees, each of which has a charge that directly supports our mission and vision.

- **Employee Relations**
- **Professional Development**
- **Student Human Resources**
- **Workforce Resources**
- **Assessment, Trends, and Research**
- **Computer User Group**
- **Student Union Advisory Council**
- **YouUnion Aid**

All full-time, part-time, and student staff members are eligible to participate on all committees. Each committee is required to have at least one (1) student-staff member and one (1) full-time staff member.

To become a member of a committee, any Student Union employee can self-nominate or be nominated. Nominations will be accepted all year round. If you are interested in joining a committee, please contact your supervisor for instructions and more information.

J. Role of the College Union

Adopted by the Association of College Unions International's (ACUI) general membership in 1996, this statement is based on the "1956 Role of the College Union statement".

"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 university.

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, 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 unions are gathering places of the college. The unions provide 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. Each union serves as unifying forces that honor each individual and value diversity. The unions foster a sense of community that cultivates enduring loyalty to the college.

K. Student Affairs

The Arizona Student Unions exist within the department of Student Affairs. Student Affairs supports the UA mission and values by delivering exemplary programs, services, resources and facilities that have a measurable and positive impact on the development and retention of students and contribute to the well being and advancement of our community.

Student Affairs' goals are to:

- Inspire students to be altruistic, innovative and civically engaged leaders
- Stimulate a focus on personal wellness and life long learning
- Build diverse, inclusive, and sustainable learning environments where students are known, respected and safe
- Develop students' social, emotional and cultural competencies
- Promote workforce readiness
- Enhance student learning, retention and success
- Foster interaction and collaboration with faculty, staff, students, alumni, sponsors, family members and community members
- Conduct cutting-edge research and share our expertise with the wider community



L. Union Facts

Did you know?...

- We provide opportunities and resources to student-run committees (with over 400 members) to facilitate over 200 programs every year including Family Weekend.
- We employ over 900 students every semester, providing training, competitive wages and work schedules based on their educational needs first, and employment second.
- We offer leadership training, workshops, courses for credit and personal development.
- We guide and assist some 550 student organizations.
- We are the only campus resource for advice and information on finding off-campus housing.
- We conduct more than 25,000 cash transactions daily.
- We are the founder and home of the Arizona Blue Chip Leadership Program.
- We provide needed services such as banking, photocopying, a Post Office, locker rentals, computing labs, game rooms, network connectivity, recreation and convenience stores.
- We advise and support over 55 fraternities or sororities on campus.
- We produce some 2 million pages of copy materials in support of course work.
- We provide some 35,000 square feet of space for programming, meetings, concerts, fairs, orientations and other events.
- We have a permanent art collection of 400 pieces and provide a variety of exhibits and monthly shows in our Art Galleries.
- We serve 30,000 meals per day, over 200,000 per week to students, staff and faculty in over 35 eateries.
- We provide concessions for all athletic events.
- We operate 11 campus convenience stores.
- Our Grand Ballroom can seat 2,000 people.
- With 23 state-of-the-art meeting rooms, we are able to host thousands of meetings a year.

Union Stats . . .

Employees:

- 250 full-time
 - 250 part-time
 - 900 student
- 35,000 visitors daily
\$27 million dollar operation
Limited student fee support
Self-supported, generate own revenues
Original Union opened in 1951
New Union opened January, 2003



II. RESPONSIBILITIES & IMPORTANT INFORMATION

A. Responsibilities

During your employment with the Arizona Student Unions, it is your responsibility to perform all job functions correctly and efficiently. You are required to:

1. Review and understand and adhere to all Student Union policies and procedures, and review and sign your job description.
2. Attend and participate in all required staff meetings.
3. Pursue required and optional training.
4. Log attendance by clocking in and out at time clocks as scheduled.
5. Follow the Student Union dress code policy for your department.
6. Actively solve problems, and provide suggestions and input to supervisors.
7. Complete other tasks as assigned by supervisor.
8. Work harmoniously with coworkers.
9. Complete all four sections of New Employee Orientation within three weeks of hire (*see Section II.B*).
10. Actively support and participate in the "W.H.A.T." philosophy of excellent customer service (*see below*).

Employees must review, understand, and adhere to the rules and policies of the 50/50 Meal Plan program (see page 29 for more information). 50/50 Meal Plan cards are monitored in the Dining Services Office, and if a card is found to be improperly used, privileges will be suspended and disciplinary action may be taken.

Dining Services Employee Responsibilities

Dining Services employees must adhere to all food safety and Pima County Health Department codes, including but not limited to:

1. Adherence to Dining Services uniform and dress code policy
2. Proper use of gloves and sanitizers as well as proper hand washing procedures
3. Prevention of cross-contamination of food products
4. Correct labeling, weighing, dating, and use of all food products
5. Correct storage of food items in designated areas, and use of FIFO (First In, First Out) method
6. Other policies and procedures as instructed by lead or supervisor



B. New Employee Orientation (NEO)

As a first and important step with your employment at the Unions, all new employees must complete the New Employee Orientation (NEO), which consists of four parts:

- **Employee handbook and quiz**
- **Customer Service Training workshop**
- **“Preventing Sexual Harassment” online course**
- **Information Security Awareness online training.**

The NEO process takes approximately 3-4 hours, and must be completed within your first three weeks of employment. You will be paid for taking and completing the NEO. Once finished, you will become eligible for the 50/50 Meal Plan. Student employees must complete all four parts of the NEO in order to be eligible for raises.

Note: If you are not a UA student, you will first need to obtain a CatCard, create a UA NetID, and create a University email account.

NEO Step 1: Employee Manual

Read the Unions' Employee Manual at:
union.arizona.edu/intra/handbook.pdf

The Employee Manual contains basic information about the Unions, our history and purpose, 50/50 meal plan, as well as policies, procedures, and dress code. When you are finished reading the manual:

Take the Employee Manual Quiz at:
union.arizona.edu/intra/quiz.pdf

The quiz is an interactive PDF file, so you can fill out the answers on your computer. When you are finished, print the quiz and bring it to your supervisor or to the Student Union Administration Payroll Office, room 403. You will receive 30 minutes of pay for the completed quiz.

NEO Step 2: Customer Service Training

Attend a Customer Service Training (CST) session. You can sign up for a CST session either through your supervisor or at the Information Desk (located on the main floor of the Student Union Memorial Center). The CST is a 1.5 hour training class (you will be paid for attending) held in the Union at various times. The class teaches you basic customer service skills, provides tips and advice, and allows you to meet other employees.

NEO Step 3: Sexual Harassment Course

Complete the “Preventing Sexual Harassment” online course at:
training.newmedialearning.com/psh/uarizona

The University requires all employees to take the “Preventing Sexual Harassment” online educational program. Move through the program using the ‘Continue’ arrows, and set aside about an hour to complete the course in one sitting.

1. Choose the “Student” edition if you are a student employee. If you are a new full-time employee, choose “Non-supervisory” or “Supervisory” (if you are a new supervisor). Para una versión en español, elige “Español”.
2. To complete the course, you must pass the Mastery Test (with an 80% or higher) after reading through the material. The Mastery Test can be accessed from the ‘Conclusion’ page of the online program.
3. Print out and sign the certificate** that you receive after passing the Mastery Test.
4. Bring the signed certificate to your supervisor or the Payroll Office and you will receive 1 hour of pay.

****Note:** You must know your UA NetID and Employee ID to print the certificate. You must also select one of the following departments (see chart) from the dropdown menu depending on where you work. If you are not sure which department you are in, please ask your Supervisor, the Payroll Office (rm 403) or contact SHR.

Dept # 08000 - Student Games (Games Room)
Dept # 08001 - Student Unions (Admin, Marketing, Post Office)
Dept # 08002 - Union Operations (Event Services & Maintenance)
Dept # 08003 - Park Student Union
Dept # 08004 - Student Union - Fast Copy
Dept # 08005 - Student Program Office (Gallagher Theatre)
Dept # 08006 - Student Concessions/SO
Dept # 08009 - Student Food Service (Dining Services)
Dept # 08901 - Student Programs (CSIL)

NEO Step 4: Information Security Course

View all three (3) Information Security training modules at:
security.arizona.edu/infosecessentials#electronic

The University of Arizona requires security awareness education and training for all employees who may use computer equipment (including cash registers). The Arizona Student Unions requires all staff to complete these training sessions during the orientation process, regardless of current responsibilities.

Although the security awareness training program is online, several workshop sessions will be available throughout the year for employees who prefer this alternative format. Attendance at one of these workshops will also complete this NEO step requirement. Workshop sessions have limited seats - ask your supervisor for information on how to sign up.

1. Visit the website and scroll down to Option 1: Online Training.
 2. View all three (3) modules about information security. These are available in three formats: Flash (with slides and audio voiceover), PowerPoint, or PDF format.
- Take all three (3) online module quizzes at:
quiz.security.arizona.edu

1. Follow the instructions on the page. You will take a quiz for each of the three modules, and each individual score will be emailed to you.
2. Print out the emails that you receive, and turn all three emails in to your supervisor or the Payroll Office.

Should you need any help or have any questions about New Employee Orientation, please contact Student Human Resources (SHR) at unionshr@email.arizona.edu or by phone at (520) 626-9205.



C. W.H.A.T. Customer Service

Our customers are the students, faculty, staff, and visitors to the campus who enter the Student Unions every day. It is important to strive to make their experience with the Student Unions staff, facility, services, and programs, the best possible for each and every individual.

The Arizona Student Unions has developed the “W.H.A.T.” philosophy of excellent customer service, to guide employees in providing a positive experience for all visitors and fellow employees:

[W]elcome with a smile

A simple “hello” can create a positive atmosphere. Attitude is the core of customer service. Be aware of your attitude and your customer’s body language.

[H]ear what the customer is telling you

Practice active listening and participate in the dialogue with your customers.

[A]ction; accomplish the customer’s needs

Be creative and resourceful. Be helpful to customers, they are the most important part of your job.

[T]hank the customer

Encourage the customer to return; leaving on a positive note makes customers want to come back.

Remember W.H.A.T. you can do to help customers and your co-workers have a positive experience!

First impressions are very important because they shape how our customers think about us and affect their future interactions. Show pride in yourself and your job by dressing professionally and keeping your area organized and clean. Most importantly, the quality and appearance of the “product” must always meet our high standards. Our “products” are, but not limited to: information, fun and good times (events, games room, etc.), dining services, meeting and event facilities, services, lounges, rest rooms, and public areas.

A positive attitude toward customers and fellow employees shows people that you care. Customers will cite poor service as the main reason they do not return to an establishment. Several key ingredients essential in establishing excellent customer service are:

1. Employee appearance, quality service and working area.
2. Knowledge of product and effective communication.
3. A great attitude!
4. Prompt recognition of the customer—“*Hello, may I help you?*”



5. Interest in the customer—Ask “*How are you doing?*”
6. Show appreciation—“*Thank you!*”
7. Solve customer complaints—“*I don’t know, but let me find out.*”
8. A smile!

D. Job Performance Standards

The Arizona Student Unions have established standards for the successful performance of your job. During training, you will be given a tour of your area and an explanation of its specific standards, policies and procedures. Your supervisor will conduct periodic evaluations of your performance in an effort to help you identify your individual strengths and weaknesses. The Student Unions are committed to helping you succeed in your job and believe that standards are important to help measure your success. Listed below are the general job performance standards derived from the Arizona Student Unions core values. All employees are expected to meet these standards in addition to specific university, department, or supervisor standards:

1. **Quality of Work**—Always do your best to be complete and thorough in your work.
2. **Dependability**—Report to work on time and in expected attire. Be consistent in your work and meet all deadlines.
3. **Job knowledge**—Know about all aspects of your job. Maintain a willingness to learn.
4. **Initiative**—Be a self-starter. Be proactive and do not wait to be told what to do. Create new ideas and methods to accomplish your job.
5. **Resourcefulness**—Make constructive suggestions on effective ways to meet goals. Engage in creative thinking. Seek creative solutions to problems.
6. **Accuracy**—Maintain accuracy in the performance of your job. Assist units in operating efficiently. Pay attention to detail.
7. **Responsiveness to Supervision**—Promote a service-oriented approach. Be responsive to feedback and constructive criticism. Complete assignments and cooperate with co-workers.

E. Payday

Payday is every other Friday. Your supervisor is responsible for handing out paychecks or direct deposit notifications.



F. University Holidays

University holidays include:

Martin L. King Jr. Day	Memorial Day
Independence Day	Labor Day
Veteran's Day	Thanksgiving (Thurs/Fri)
Christmas Eve	Christmas Day
New Year's Day	

Note that while the University will be closed on these holidays, the Arizona Students Unions may be open. It is your responsibility to check with your department supervisors to find out the operation hours during these holidays and breaks (i.e. winter break, spring break, summer) before planning time away from work.

G. Dress Code



As a representative of the Arizona Student Unions and The University of Arizona, all employees should appear professional. All employees are expected to report to work in appropriate clothing according to the guidelines established by the Student Unions and individual departments. Please use your best judgment in determining what clothing is appropriate and projects a positive image for the Student Unions and the University.

**Some cultural, religious, or gender expression based exceptions may apply*

THE "NO'S" WHILE WORKING

1. Shorts/Jean (except in approved areas at approved times - see supervisor)
2. Ripped, patched, stained, or soiled clothing
3. Clothing or hats that contain advertisements or offensive language/symbols
5. Pants that are excessively baggy or hanging below the waist
6. Excessively short, tight, or revealing clothing
7. Strong perfume or aftershave
8. Visible undergarments
9. Exposed midriff/tops
10. Sweat or stretch pants
11. Mini-skirts or tank tops
12. Chewing gum

Hats: Hats and visors **MUST** be worn with bills to the front. Do not wear hats or visors turned sideways, backward, etc.

Facial Jewelry*: Dangling jewelry and visible facial jewelry (FORWARD OF THE EARS) is not permitted during work hours, with the exception of one small nose stud (3MM OR LESS) or transparent nose retainer. Ear jewelry is permitted unless a safety concern exists – final approval from supervisor. Ear gauges are permitted on the ear lobe only up to 7mm (1 GAUGE). All non-permitted jewelry must be removed during work hours.

Tattoos*: Tattoos above the neck are not appropriate in a professional or casual business environment. You may be required to cover visible tattoos.

The following three categories reflect the breakdown of Arizona Student Unions departments and their respective dress:

Professional

Union Administration
CSIL Administration
Dining Service Administration
& Management
Business Office
Payroll
Event Planning
Catering Administration
Operations Managers
Marketing Administration

Casual

Event Services
Housekeeping
Maintenance
Information Desk
Games Room
Food Stops
Warehouse
Computer Support
Gallagher Box Office
Operations Assistants
Cash Room
Post Office
Fast Copy
Fast Design
Marketing: Graphic & Web
Design
Meal Plan Office
CSIL Students
Concessions
Student Leads

Dining Services

Catering
Redington
Food Production
Dish Room
Cactus Grill
Cafe Sonora
On Deck Deli
Starbucks
Boost
Core
Chick-fil-A
Canyon Cafe
Cellar Bistro
Three Cheese's
Highland Market
IQ Fresh
Sanitation
Purchasing/Receiving
Eller Deli, Bookend Cafe
Food Stops & C-stores
C-stores
U-Mart
Park Place
PSU Food Court
DS Student Leads

Appropriate professional attire includes suits, dress pants, (women; skirts, dresses, blouses), shirts with collars (men; dockers, ties) with appropriate business shoes. Casual attire includes assigned uniform such as collared shirts, aprons and/or smocks, Dockers, khaki slacks or skirts. All attire should be neat and clean.

Dining Services Policy

All Dining Service employees must wear appropriate uniforms issued by the linen room, except as approved by supervisors, and must meet established health codes. Additional "No's" that apply specifically to Dining Service employees include:

- Fingernails longer than 1/4 inch beyond the end of the fingertip
- Beards; men are expected to come to work clean shaven every day*
- Moustaches extending below the crease of the mouth or the top of the upper lip*
- Open-toed or open-heeled shoes
- Pants that do not reach the ankle (Capri pants, peddle pushers, skorts, or similar wear)

Employees failing to meet established dress code standards will be asked to clock out and leave the work place. Repeated violations of this policy will be cause for disciplinary action and/or termination.

Remember: if in doubt, don't wear it! For clarification or questions, contact your immediate supervisor or refer to the full official Dress Code Policy.

**Some cultural, religious, or gender expression based exceptions may apply*

H. Grooming

Your appearance has a significant effect on the Student Unions' image. A professional appearance is achieved by maintaining an appropriate conservative, crisp, professional, odor-free work appearance. You should always maintain a neat, well-groomed appearance to provide the quality service that our guests expect. Individual department supervisors may establish guidelines for exceptions to this policy.

I. Nametags

Name tags are an important part of your dress code and should be worn at all times when you are at work. Name tags identify Union employees to customers and other Union staff. If you need a name tag replaced, immediately inform your supervisor.

J. Eating

Eating is generally prohibited at all workstations. Water and other types of beverages are permitted. Drinks should have a lid and straw, and be kept out of sight and away from computer equipment. See supervisor for department specific expectations.

K. Studying

One of the most important responsibilities you have is to keep an eye on your general area and anticipate problems and/or be prepared to deal with the customer's needs. This is not possible if your concentration is on studying. Individual department supervisors may establish guidelines for exceptions to this policy.

L. Time Card and Time Clock

After your paperwork has been processed, your UA CatCard will serve as your electronic time card. Your supervisor will show you the appropriate time clock to use. Swipe your CatCard through the machine and watch carefully for your name to appear on the time clock window. It is your responsibility to properly punch in and out for each shift. Should there be any problems with the time clock (won't allow you to punch in, etc.), notify your supervisor immediately. If you do not have a UA CatCard, contact the CatCard Office in the Student Union Memorial Center.

M. Staff Meetings

Periodically, you will have staff meetings. Discussions may include upcoming events, schedules, changes, customer service and emergency procedures. Attendance is mandatory and will be compensated. Missing a meeting is the same as missing a shift.

N. Evaluation Procedures & Raises

Student Employees:

Student employees are usually evaluated either at the end of each semester, or after 250 hours of work. These evaluations are used for raises and rehiring and are kept in the employee's file. See your supervisor for additional information regarding your department's evaluation policies. NOTE: To be eligible for a raise all employees must have completed all four parts of New Employee Orientation, and have an evaluation form from your supervisor on file in the Admin Office.

Part-Time Employees:

While you will likely receive continuous informal performance feedback, formal performance appraisals are conducted annually prior to the end of the fiscal year.

Full-Time Employees:

University employment is probationary for six months for new employees and three months for University employees transferring within the University. During this time, employees may be permitted to borrow against future sick leave used. Vacation time is not permitted during the probation period.

A probation review performance appraisal will be conducted at the end of the probation period to assess areas of strength and to manage any necessary performance changes. Due to Arizona's Right to Work employment policy, employees may be terminated at anytime during the probation period for any reason without explanation or cause.

While you will likely receive continuous informal performance feedback, formal performance appraisals are conducted annually prior to the end of the fiscal year.



O. Cash Handling Procedures

Conduct cash transactions in a responsible manner. Keep the cash register area free of clutter. Place cash given for the purchase on the ledge of the cash register drawer and count back the patron's change. After the change has been counted back to the patron, place the cash for the purchase in the drawer. This prevents the consumer from questioning the amount of money given to the merchant, as the bill given is on the register. Keep all bills facing the same direction in the drawer.

Anyone picking up a money bag is responsible for legibly signing it out on the money bag log in the Cash Room and verifying the contents. If the money bag is delivered by an Operations Manager, the unit supervisor is responsible for verifying the contents and signing the logbook. If the contents are recorded incorrectly, bring this to the immediate attention of Cash Room personnel or your supervisor. Anyone dropping off money alone after hours must call an Operations Manager for assistance (247-6099).

Counterfeit Currency

Know your money. Study bills so that you become familiar with their workmanship. Hold the bill to the light and look for the fibers in the paper. Compare a suspected bill with a genuine bill. If you mark a bill with a counterfeit detector pen and it turns black, the bill is counterfeit.

As you become more proficient you will be able to feel the difference between a real bill and a counterfeit bill. Several newly designed bills have been released that have even more details that a cashier must become familiar with to detect counterfeit money. Only after checking for counterfeit bills should the transaction be processed.

If you receive or suspect a counterfeit bill:

1. Notify your supervisor immediately.
2. Do not process the transaction.
3. Do not return the suspected counterfeit bill to the customer. If the customer becomes aggressive and demands the note back, give it back - your personal safety is more important.
4. Gather as much information from the customer as possible. Where did the customer receive the bill? Do not force the customer to answer questions. S/he might not know that the bill is counterfeit, and may have received it innocently from another source.
5. Delay the customer if possible, but do not try to stop them if they decide to leave. If the customer leaves, try to remember the person's appearance and dress.
6. Limit handling of the note itself.



7. Your supervisor or lead will contact UAPD by dialing 911 on a unit phone. Let the dispatcher know your situation and provide a description of the customer. UAPD will interview all involved individuals.

Cashier Pin Numbers (Dining Services)

Every cashier is assigned a unique 4-digit pin number, known as a cashier pin. Every activity and transaction performed on a register is recorded and connected to the pin number of the cashier who was logged in at the time.

The cashier whose cashier pin is currently signed in is responsible and accountable for all cash activity that happens at the register during that time. The employee is liable for any cash shortage or discrepancies attached to his or her cashier pin number. For this reason, all cashiers must keep their cashier pin numbers secret, and NEVER leave a register that is logged in under their pin numbers.

Incidents for Student Cashiers (Dining Services)

Cash transactions must be conducted in a responsible manner. If a student cashier's cash bank is over/under by a specified amount (defined as an 'incident'), the following steps are taken:

1. **Incident #1:** Student employee is flagged once, notified and given a verbal warning from supervisor.
2. **Incident #2:** Student employee is flagged twice and asked to attend an informal meeting.
3. **Incident #3:** Student employee is flagged three times, given a verbal warning in Dining Service Office.
4. **Incident #4:** Student employees will begin disciplinary probation for 3 months. The cashier will be removed from his/her current position and will change job duties while undergoing cashier training.

If the training program is successfully completed, the incident will be removed and cleared. If performance does not improve within disciplinary probation period, termination will be permitted. (Student can return as a cashier after one year of termination, if rehired)



III. EMPLOYMENT POLICIES & WORKING CONDITIONS

A. Attendance and Punctuality

Every employee is essential to the operation of the Arizona Student Unions. You are expected to work the hours you are scheduled for the whole semester. A semester ends on the last day of final exams. Absenteeism and tardiness place a burden on other employees and the supervisor. In the rare instance when you cannot avoid being late or unable to work as scheduled, you must notify your supervisor at least two hours prior to the anticipated tardiness or absence. It is your responsibility to obtain the contact phone numbers for your area from your supervisor. Please refer to the next page for the Union's Substitution Policy. Please note that during the week of finals, changes will be made to schedules to accommodate for final exams.

B. Absenteeism

Absenteeism has a negative effect on our ability to provide services and puts an additional burden on the working employees. For this reason, it is the Arizona Student Union's policy that any employee having more than six unscheduled absences in a rolling calendar year may be considered to have excessive absenteeism. Excess absenteeism may result in disciplinary action up to and including termination.

Employees are expected to come to work as scheduled. Excused absences resulting from emergency situations can only be cleared by speaking directly to your supervisor. Unexcused absences are subject to disciplinary action up to and including termination.

Some Examples:

1. Excused Absences—Illness, death in the family, or emergency situation as cleared by your immediate supervisor.
2. Unexcused Absences—Forgetting, not calling in, oversleeping, not showing up or not finding a substitute.

C. Tardiness

All employees should arrive at least five minutes before their shift to clock in, read notices, or receive instructions. Employees are not to punch in more than five minutes before their scheduled shift unless approved by their supervisor. All employees should be in expected attire and ready to work when they punch in. Repeated tardiness may result in disciplinary action up to and including termination.

In addition, an employee arriving anytime after his/her regularly scheduled start time will be considered late. Having more than eight unscheduled late incidents in a rolling calendar year is considered excessive and the employee may be subject to disciplinary action up to and including termination.

D. Call In Procedures

Any employee calling in late or reporting an absence must speak directly with his or her supervisor. Second party notification, texts, and emails are not considered proper notification, unless it is determined that the employee was incapacitated and unable to make direct contact with his/her supervisor (i.e. in the hospital). Any employee not reporting for a scheduled shift and not calling in to inform their supervisor may be subject to disciplinary action up to and including termination.

E. Substitution

It is your responsibility to familiarize yourself with the substitution policy in your area. If you are unable to work a scheduled shift, it is your responsibility to find a substitute. All substitutions must be approved by your supervisor. If the substitute needs training, it is your responsibility to make arrangements with your supervisor. If you are unable to find a substitute, you are expected to work as scheduled or make other arrangements with your supervisor.

F. Breaks

The exact time of breaks is determined and set by your supervisor. The break policy is as follows:

Hours Worked	Eligible Breaks
Less than 4 hours	No break
4–6¼ hours	One 15 minute break
6½–7 hours	One 15 minute break and One ½ hour meal break*
7½ hours or more	Two 15 minute breaks and One ½ hour meal break*

** You will not be paid for the 1/2 hour meal break*

Fifteen minute breaks are a privilege, given only if time and business allows. They are to be authorized by your supervisor. While on a supervisor approved break, you may receive one soda fountain drink in a 16oz. paper cup or in your own Student Union



Recycler mug. You must wear your nametag and notify the cashier that you are using this break drink privilege.

Classified Staff employees may be authorized by their department head to take a paid rest period of up to 15 minutes each four-hour work period. Since rest periods are paid time, each is considered time worked for the purpose of reporting work hours on the Employee Time Record. Employees may not use break periods (1) to offset late arrival or early departure from the work site, (2) to extend the meal period, or (3) to accumulate paid time off from one day to the next.

G. Email Policy

As a condition of employment, all Arizona Student Unions employees (student, full and part time) shall supply a functioning email address upon employment. Emails sent by the Arizona Student Unions to its employees shall be considered an appropriate mechanism for official communication by the Arizona Student Unions with its employees. The Arizona Student Unions reserve the right to send official communication to its employees by email with the full expectation its employees read these emails in a timely fashion. All emails sent by the Arizona Student Unions to its employees will adhere to the University of Arizona Email Policy.

H. Personal Electronics & Phone Calls

Employees are permitted to make personal phone calls only when approved by their supervisor. If you receive a phone call, please terminate the phone call quickly. You may return the phone call on a break or after your shift, away from the public work area. Please remember personal phone calls are for emergency situations only.

Personal cell phones, laptops, text messaging devices, handheld or electronic gaming devices, tape, MP3, and CD players are not allowed in most departments. Please see your department supervisor for the established guidelines.

I. Personal Visitors

Please inform your friends that visitors are not permitted while you are working. If friends stop by while you are working, inform them that you are unable to speak with them and will contact them after your shift or on your break.

J. Personal Use of Supplies, Equipment, & UA Property

Property owned by the University of Arizona, or for which the University is responsible, may not be used for the personal purposes of any individual employee or group of employees, unless such use is specifically permitted by the administrator responsible for the property. In no event shall University property be used for personal profit or gain.

All property, including but not limited to land, buildings, facilities, equipment, supplies, or labor, belonging to the University or for which the University is responsible, is to be used solely for University purposes, with the exception noted above.

K. Arizona Student Unions' Vehicle Policy

The Student Union Memorial Center (SUMC) has a van available for staff use as approved by Operations Management. Employees must be on University business and have a valid Arizona drivers license. The vehicle sign out logbook is located in room 403. Fill in the requested information on the sign out sheet, making sure to put an accurate return time as other staff members will need to use the vehicle. Take the logbook with you to record all requested information. The van must be back at the SUMC by 3:30 p.m. for the Operations Managers to take on deliveries.

Building Access

1. Supervisors may request access for their employees by submitting a Building Access Request form. This form can be found online at union.arizona.edu/newintra in the Toolkit section. Any questions can be directed to Diane Collins at 621-9244.
2. The employee's name, CatCard number, department and a 4 digit pin number must be submitted for access.
3. If for any reason an employee gets a new CatCard, that number must be updated in the system in order for that employee to continue to have access.
4. Card access may be revoked at any time.

Individual employees may check out keys from the University Key Desk as approved by their supervisor and the Maintenance Supervisor. Employees are responsible for any key checked out in their name. Loss of keys may result in the employee having key privileges revoked and/or be held liable for the cost of re-keying the area as determined by the Arizona Student Unions Senior Management group and circumstances surrounding the loss of keys.



L. Sexual Harassment

The Student Unions are committed to creating and maintaining a work environment free of objectionable and disrespectful conduct and/or communication of a sexual nature and prohibits sexual harassment by all employees and students. Conduct which creates an intimidating, hostile, or offensive work environment will not be tolerated. The confidentiality of all parties involved in a sexual harassment charge shall be strictly respected in so far as it does not interfere with the University's legal obligation to investigate allegations of misconduct and to take corrective action.

M. Anti-Discrimination Policies

The University prohibits discrimination, including harassment, on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, or gender identity.

For the purposes of this policy, "sexual orientation" means an individual's heterosexuality, homosexuality, or bisexuality, whether the orientation is real or perceived.

For the purposes of this policy, "gender identity" means an individual's actual or perceived gender, including an individual's self-image, appearance, expression, or behavior, whether or not that self-image, appearance, expression, or behavior is different from that traditionally associated with the individual's sex at birth as being either female or male.

N. Smoking, Alcohol, and Drugs

The Student Union interiors are smoke and drug free facilities. Smoking, alcohol and other drug use are prohibited at all times. Smokeless tobacco (chewing tobacco, dip, and snuff) may not be used while working. Arriving to work while under the influence of alcohol or other drugs is prohibited. The Park Student Union and Student Union Memorial Center Smoking Policy is in accordance with the University of Arizona Smoking Policy: smoking is prohibited inside and within 25 feet of the Park Student Union and Student Union Memorial Center entrances, exits and fresh air intake grills, and in outdoor seating areas. People who wish to smoke can do so only in designated smoking areas. These areas are identified by a red "Designated Smoking Area" sign. See the Union maps at the end of this manual for locations.



IV. BENEFITS & SERVICES

A. Employee Suggestions

The Student Unions encourage employees' suggestions and are open to ideas which save money, time, and create a safe environment in which to work. Please feel free to provide any suggestions or feedback to your supervisor, or to the Student HR Committee at unionshr@email.arizona.edu

B. 50/50 Meal Plan

50/50 Meal Plan Benefits

Employees who work more than 2 hours a day are eligible to get a 50% meal discount for the day worked. Your employee I.D. Badge serves as your 50/50 card.

Activation upon completion of New Employee Orientation.

Rules & Limitations

You must deposit funds on your 50/50 card to activate it. This can be done in the Meal Plan office.

There is a \$7 purchase limit per day (your cost \$3.50) and food is to be consumed during the 15 minute break or the 30 minute meal break on University premises. Food must be purchased and consumed on the day you work.

The 50/50 meal discount card can only be used once per day.

You must have your name tag on and it must be visible.

The 50/50 card is nontransferable and can only be used by the employee to whom it was issued.

Only items prepared within the Unions qualify for the discount. Resale items (prepackaged chips, gum, canned sodas, candy, etc.) will be charged to you at full cost. If in doubt ask your supervisor.

The 50/50 card can be used in the following locations but you will not receive a 50% discount: Burger King, Canyon Café, Chick-fil-A, Coffee Carts, Oy Vey Café, Panda Express, Papa John's, Starbucks, U-Mart, Boost, and Redington Restaurant. The 50/50 card can only be used at Core after 1:30 p.m.

The 50/50 card cannot be used in conjunction with other discount coupons.

The 50/50 card is the property of the Arizona Student Unions and must be surrendered upon demand and/or at the time you leave employment.

Balances of \$5 or less will not be refunded, balances in excess of this will be reimbursed via Check Request.

If card is found to be improperly used, privileges will be suspended.



C. Sick Leave Procedures

An eligible employee may be granted sick leave when the absence is the result of serious illness or communicable disease within the employee's immediate family, established household, or in situations which place primary responsibility for care on the employee.

For purposes of sick leave usage for an absence not covered under Family and Medical Leave, serious illness means that the employee's presence is required temporarily until other arrangements can be made to provide essential care to a family member who resides at the employee's residence and who is under the care of a physician.

- Employee must notify supervisor of routine appointments scheduled in advance at least seven calendar days prior to the appointment or as soon as possible.
- Schedule appointment as late or as early in employee's shift as possible. Employee's supervisor may request confirmation of the appointment.
- Employee must fill out a Leave Reporting Form in advance of the scheduled appointment and have it signed by their supervisor.
- Sick leave will be granted for an appropriate amount of time commensurate with the type of appointment and reasonable travel time. A physician's confirmation of service may be required on a case-by-case basis.
- It is the employee's responsibility to return to work, if possible, after the appointment.

Eight hours of sick leave will not be given to an employee for a routine/non-emergency appointment unless specified in writing by the employee's doctor.

It is the responsibility of the employee to notify his/her supervisor as soon as possible when he/she realizes they will be unable to report for work as scheduled because of unscheduled treatment and physician appointments or illness. This applies for each day the employee is unable to attend work. If an employee is to be absent for more than one day it is the employee's responsibility to contact their supervisor each day.

D. Vacation Leave

Employees shall request approval at least seven days in advance for the use of any vacation time by submitting a Leave Reporting Form to their supervisor. Supervisors are responsible for scheduling and approving vacation of their employees prior to actual absences. Requests shall be accommodated to the extent that the workload and department requirements permit. Because the first two weeks of the school semester, commencement, and football season are busy times for the Student Unions,

approval of vacation requests may be limited. The signature of the supervisor on the Leave Reporting Form constitutes approval of the vacation request. Employees on employment probation are not eligible for vacation leave.

E. Break Drinks

While on a supervisor approved break, you may receive one soda fountain drink in a 16oz. paper cup or in your own Student Union Recycler mug. You must wear your nametag and notify the cashier that you are using this break drink privilege.

F. Verification

Should there be reason to believe that an employee has demonstrated the inability to maintain and sustain regular attendance supervisors may request that verification of illness by means of a physician's statement be provided upon the employee's return to work. A supervisor who requests such verification shall provide the employee with a reasonable opportunity to obtain the physician's statement for that absence, or, upon the employee's return to work, the supervisor may request a physician's statement for subsequent absences.

G. Grievance Procedure

Information regarding University Grievance Procedures can be obtained from the HR website (www.hr.arizona.edu).

- **Full-time classified employees** please refer to: hr.arizona.edu/policy/406
- **Student employees** may address concerns about their supervisor or work environment to Student HR at unionshr@email.arizona.edu or 626-9205.

H. Professional Internship Program

The Professional Internship Program (PIP) was developed to train outstanding student employees through skill-building workshops and a two-credit educational leadership class. The workshops focus on topics pertinent to PIP work, such as employee relations and evaluations, while the class emphasizes leadership, management, and decision-making skills through discussion, theory, and a semester-long group project. PIPs develop proposals regarding ways to improve or renovate an aspect of the Unions or Student Affairs. Many of the successful proposals are implemented into Union operations.

PIP students receive a higher level of responsibility in their unit, often serving as student managers, and a wage increase, as outlined by their supervisors. They are given opportunities to connect with other student leaders and network with



University administrators. Students need at least one semester of experience and a nomination from their supervisor or manager to be considered for the program. If you believe you are a qualified candidate for PIP, please talk to your supervisor about enrollment. Applicants must submit a completed application form, current resume, two letters of recommendation, and a signed PIP job description. PIPs must complete all required workshops and pass the class with a B or higher to receive their full PIP wage and maintain their PIP positions. More information can be found at: union.arizona.edu/about/pip

I. Student Human Resources

Student HR is a group that seeks to enhance the diverse workforce at the Unions, by finding better ways to hire, train, retain, and evaluate our student workers. The committee consists of representatives from the four areas within the Union: Operations, Dining Services, Retail, and the Center for Student Involvement and Leadership. Each week the representatives meet to discuss important issues, plan projects, and relay information from senior management to the students. Current projects include a new student evaluation, student employee satisfaction surveys, and a monthly-run student newsletter which can be seen at our website at www.union.arizona.edu/shr. SHR is looking for students to become liaisons for their units and areas. If you would like to hear more, email the SHR Coordinator at: unionshr@email.arizona.edu.

Student Human Resources is available to assist student employees with any concerns or issues they may have with their job and workplace. Although SHR encourages students to first discuss any problems with their direct supervisor, the SHR Coordinator can be contacted anonymously and confidentially to assist in resolving issues or answering questions. The Coordinator can be contacted at 626-9205 or unionshr@email.arizona.edu, and the Student HR office is located in SUMC room 333.

J. Online Tools

The Arizona Student Unions website can be found at: union.arizona.edu

Important Links:

Dining Services: union.arizona.edu/dining

Shopping & Services: union.arizona.edu/retail

Involvement & Entertainment: union.arizona.edu/involvement

Building Hours: union.arizona.edu/hours

Building Maps: union.arizona.edu/maps

Staff Directory: union.arizona.edu/about/directory

About the Unions: union.arizona.edu/about



To access additional training material(s) for your specific unit and department, visit Intra, our employee intranet: union.arizona.edu/newintra. There you will also find additional orientation and training information for new employees, as well as useful information about SHR and working for the Arizona Student Unions.

The Student Unions are involved in multiple social networks such as Twitter, Facebook, and YouTube. Check us out!

Facebook: facebook.com/arizonaunions

Twitter: [@arizonaunions](https://twitter.com/arizonaunions)

YouTube: youtube.com/arizonastudentunions

K. UAccess and Direct Deposit

UAccess is a web-based password protected information system where employees can review payroll, benefit administration, tax, and employee and position information. You can view your pay checks, vacation accruals, and important annual tax forms such as your W-2 using this tool.

To log on to UAccess, go to uaccess.arizona.edu and click on “Employee/Manager Self Service” under UAccess Employee. Be sure to explore and become familiar with this important resource.

How To Set Up Direct Deposit

Direct deposit allows employees to receive their paychecks directly into their bank accounts, without having to cash or deposit a paper check. It is very easy to set up, allows for faster check processing, and is highly recommended for all employees. If you have questions about direct deposit, ask your supervisor or the Payroll Office for assistance.

What you'll need:

A personal check from your account

1. Go to www.uaccess.arizona.edu
2. Click “Employee/Manager Self Service”
3. On Menu toolbar to the left click “Payroll and Compensation”
4. On drop down menu click “Direct Deposit”
5. Click “Add Account” button on new window
6. Enter information in spaces available
(This information can be found on your personal check):

Account Type • Routing Number • Account Number

7. Save. Direct deposit may need a couple days to take effect.



V. EMERGENCY PROCEDURES

The University of Arizona Campus Emergency Response Team (CERT) oversees the University of Arizona's emergency planning and response.

A. Evacuation Process/Fire Alarms

If you discover fire, smoke or hear the fire alarm:

1. Leave the building immediately via the stairs. **DO NOT USE THE ELEVATORS.**
2. Close all doors, including those propped open, as you leave.
 - If you discover fire or smoke and the alarm is not ringing, activate the nearest pull station as you exit the building.
3. Once outside, move as far away from the building as possible:
 - Park Student Union employees should exit across Park or Tyndall Avenue.
4. Remain outside and keep all patrons outside the building until the **"ALL CLEAR"** is given by the UAPD or the Tucson Fire Department. Silencing of the alarm does not indicate that the building is safe to be reentered.
5. If a person with a mobility impairment is able to exit the building without use of the elevator, then evacuation should follow the appropriate route out of the building.

If not, a co-worker, supervisor or Operations Manager should escort the mobility impaired person to the nearest stairwell and instruct the person to remain in the stairwell. Stairwells are safe refuge areas and have a higher fire resistive rating. (DO NOT ATTEMPT TO CARRY ANYONE UP OR DOWN THE STAIRS).

- 5a. Make sure the door to the stairwell is closed. Open doors will violate the "safe refuge area" and will allow smoke and possibly fire into the stairwell.
- 5b. Once outside, the co-worker, supervisor or Operations Manager should inform the Tucson Fire Department Command Center that there is a mobility impaired person in a stairwell, which floor the person is on and the location of the stairwell. Tucson Fire Department will determine whether or not to evacuate persons in stairwells.

SEE YOUR SUPERVISOR OR DEPARTMENT HEAD FOR SPECIFIC INSTRUCTIONS FOR THE EVACUATION OF YOUR AREA.



B. Handling Threatening Calls

Although unlikely, the possibility exists that someone may place threatening phone calls to the Student Unions, (i.e., a bomb threat). If you receive this type of phone call, **DO NOT PANIC.** Stay on the line and try to listen carefully to the caller. Pay attention to the characteristics of the caller, such as voice patterns (loud, high pitched, raspy, intoxicated, etc.), type and rate of speech (fast, slow, distinct, stutter, nasal, etc.), the caller's manner (calm, angry, irrational, righteous, emotional, nervous laugh, etc.), and any accent the caller may have. Also, listen for any background noises that may give a clue as to the location of the call (office/factory machinery, airplanes, voices, music, traffic, etc.). It is recommended that you get the attention of a co-worker or supervisor to listen in on the call, or notify UAPD while you continue with the call. Once the call has ended, do not call out on the same phone. UAPD has specific procedures for tracing incoming phone calls.

C. Criminal Activities in the Unions

Large facilities open to the public are sometimes the target of criminal activities such as theft or assault. As one of our employees, you have a unique opportunity to improve the safety and quality of life on campus. Awareness and reporting of suspicious or emergency situations can help solve crimes and help stop criminal activity through crime prevention procedures and high visibility. If you observe a potential crime or have a crime reported to you:

1. **DO NOT TRY TO CONFRONT THE SUSPECT UNDER ANY SITUATION.**
2. Contact your supervisor or Operations Manager on duty immediately.
3. If you observe a potential crime in progress, try to note the details and descriptions that will be useful to the police – distinguishing features and clothing of a suspect; make/color and license number of a vehicle, etc., then contact UAPD.
4. When the police arrive to investigate, be prepared to provide information to the officers.

Please Note: If you are involved with a crime in the Unions you will be prosecuted to the full extent of the law.

D. Medical Attention—Customers

1. Call 911 from a Student Union phone line, identify yourself and your workplace, and describe the problem to the 911 operator. The operator will contact UAPD and have an ambulance sent.
2. Contact your supervisor or Operations Manager on duty.
3. Administer first aid only if trained by an authorized provider, (ie., American Red Cross).



E. Reporting on the Job Injuries

All University employees, including student employees, are eligible for Worker's Compensation benefits. If you suffer an injury while working at the Arizona Student Unions:

1. Notify your supervisor of all injuries as soon as possible.
 - If the injury requires immediate emergency medical attention, notify UAPD and have an ambulance sent.
 - If your injury does not require immediate emergency attention, you may visit the Campus Health Services during the office hours. If you are not a student you may still visit Campus Health Services for work related injuries.
 - A First Aid Kit is also available in each unit for staff who suffer minor injuries while on duty.
2. You and your supervisor must complete the UA Accident Report or Worker's Compensation Claim Form within 72 hours of the accident or onset of the illness. The University has established a secure online system (WebConnect: risk.arizona.edu/insurance/workerscomp.shtml) for supervisors to report workplace injuries involving their employees and to start the workers' compensation claims process.
3. The WebConnect reporting system, as well as system instructions, FAQs, and procedures for workplace injuries are now online at:
risk.arizona.edu/insurance/workerscomp.shtml

For more information and guidance, contact your immediate supervisor or the Arizona Student Unions' Admin Office.

VI. CONCLUSION

We hope this Employee Handbook has clearly explained the Unions policies, procedures, and benefits. If at any time you have questions relating to your employment, please feel free to speak to your supervisor. The concerns you have about your employment are important to us, and we encourage open communication.

If you have any problems at work, or would like to offer suggestions for improvement, please contact Student Human Resources at unionshr@email.arizona.edu, or 520-626-9205.

VII. AMENDMENT POLICY

This Employee Manual and any attached rules and policies will be amended and modified from time to time as deemed necessary by the Student Unions' staff.



THE UNIVERSITY OF ARIZONA

STUDENT UNION MEMORIAL CENTER

(floor plan/directory)

Your guide to finding your way in the Student Union Memorial Center.

lower level—1st floor

KEY SPACES on this level

Bookstore:

Textbooks
Apple Store (CATS)
Book Buyback

Cellar:

Cellar Bistro
Computer Lab
Cellar Bistro
Games Room
TV Lounge
Vending

<floor plan key>

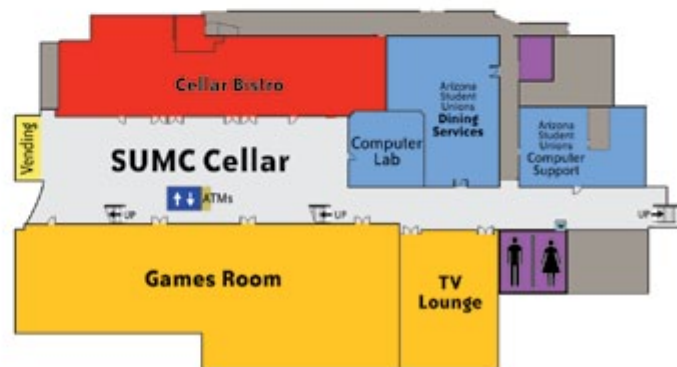
Food	Involvement	Services	Water
Retail	Meeting Rooms	Walkway	Restricted
Elevators	Restrooms	Designated Smoking Areas	



The Student Union Memorial Center (SUMC) is not a place of unrestricted public access. The SUMC is intended for the use of students, faculty, staff, guests of the University, and participants in authorized on-campus activities. Loitering or interfering with this intended use is prohibited, and violators will be required to leave.

Authority: ABOR Policy 7-201 • UA Campus Use Policy • A.R.S. § 13-2905, -2911

Smoking is permitted only at designated smoking areas. Smoking is not permitted in all other areas of the SUMC.



third level—3rd floor

KEY SPACES on this level

ASUA

Bookstore Admin.

Dining:

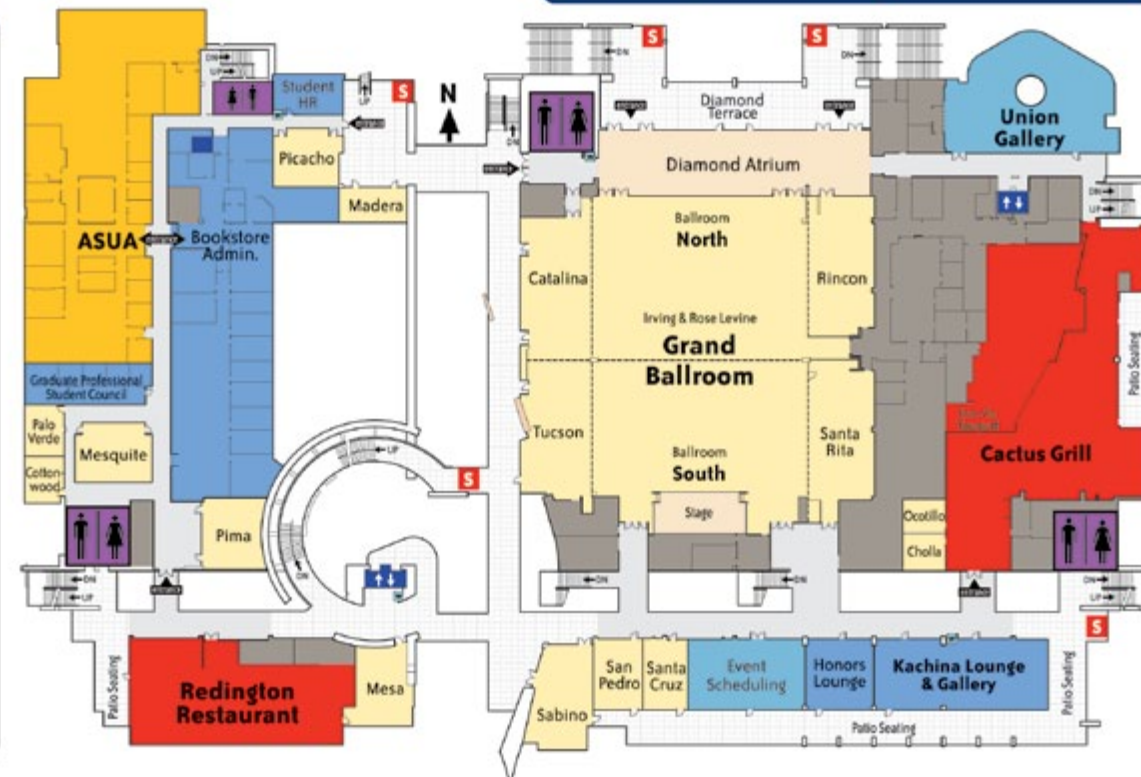
Cactus Grill
Fro-Yo Yogurt
Redington Restaurant

Lounges:

Diamond Atrium & Terrace
Honors Lounge
Kachina Lounge & Gallery

Meeting Rooms:

Grand Ballroom
Catalina
Cholla
Cottonwood
Madera
Mesquite
Mesa
Ocotillo
Palo Verde
Picacho
Pima
Rincon
Sabino
San Pedro
Santa Cruz
Santa Rita
Tucson
Union Gallery



<floor plan key>

Food	Involvement	Services	Water
Retail	Meeting Rooms	Walkway	Restricted
Elevators	Restrooms	Designated Smoking Areas	

main level—2nd floor

KEY SPACES on this level

Food:

3 Cheeses & a Noodle
Café Sonora
Canyon Café & Bistro
Chick-fil-A
Core
IQ Fresh
On Deck Deli
Panda Express
Papa John's
Starbucks
U-Mart/Boost

Lounges:

Alumni Heritage Lounge
Union Kiva
USS Arizona Lounge

Retail:

Bookstore
Fast Copy & Design
Gallagher Theater
Great Clips
Kaplan Test Prep
Off-Campus Housing
U.S. Post Office
Contract Unit
Wells Fargo

Services:

CatCard Office
Information Desk
Meal Plan Office
ATMs • Vending



<floor plan key>

Food	Involvement	Services	Water
Retail	Meeting Rooms	Walkway	Restricted
Elevators	Restrooms	Designated Smoking Areas	



fourth level—4th floor

KEY SPACES on this level

Career Services

Center for Student Involvement & Leadership:

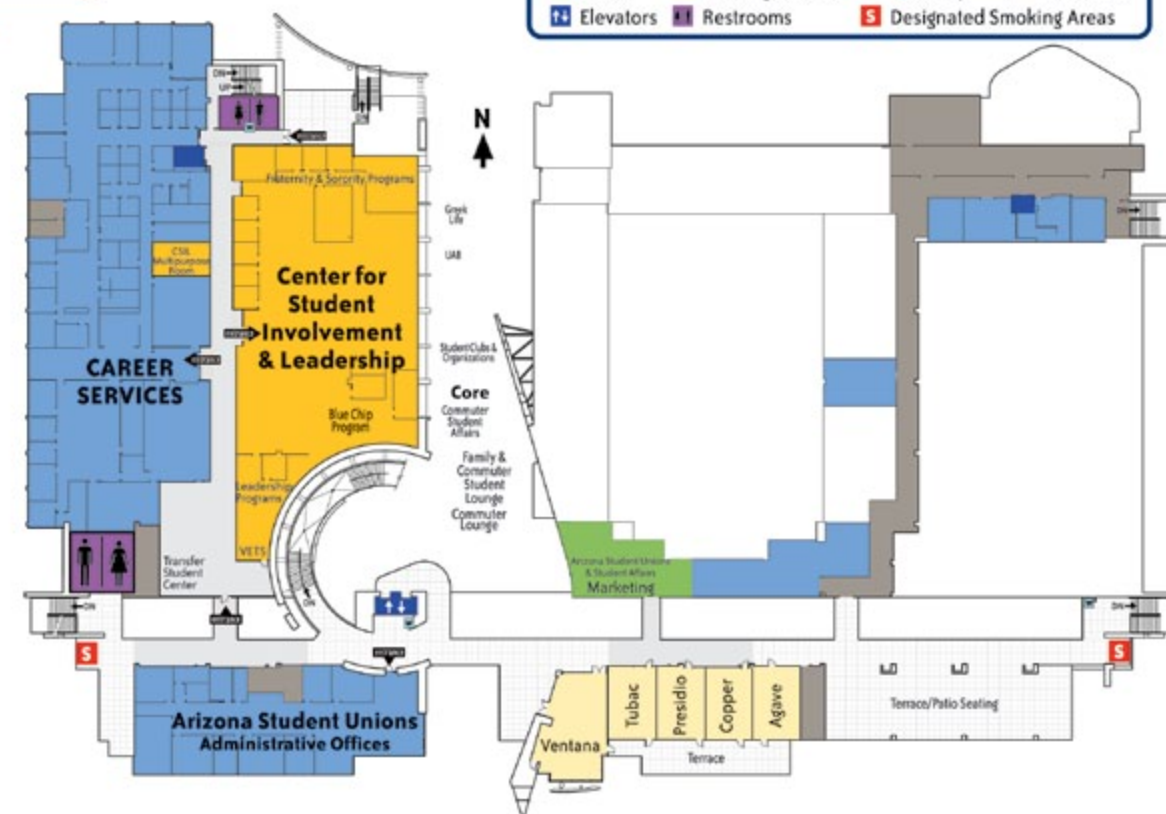
Blue Chip Program
Campus Activities
Clubs & Organizations
Fraternal & Sorority Programs
Leadership Programs
Social Justice Programs
UAB
VETS Center
Transfer Student Center

Meeting Rooms:

Agave
Copper
Presidio
Tubac
Ventana

Arizona Student Unions

Administrative Offices
Marketing



<floor plan key>

Food	Involvement	Services	Water
Retail	Meeting Rooms	Walkway	Restricted
Elevators	Restrooms	Designated Smoking Areas	

IX. PSU Map

<directory listing>

FOOD

- Bagel Talk Level 1
- Core Level 1
- Papa John's Level 1
- Convenience Store, Groceries Level 1
- Food Court, Waffles, IQ Smoothies, On Deck Deli, Route 66 Grill, Salad Bar, Sunset Strips Level 1
- Papa John's Level 1

RETAIL

- Arizona Student Media Level 1
- ATM Level 1
- Bookstore Level 1

INVOLVEMENT

- Code Level 1
- KAMP Radio Level 1
- Program Office Level 1
- Think Tank Level 2

SERVICES

- Computer Student Kiosk Level 1
- Information/Load & Found Level 1
- Resident Life Office (West Area) Level 1

MEETING ROOMS

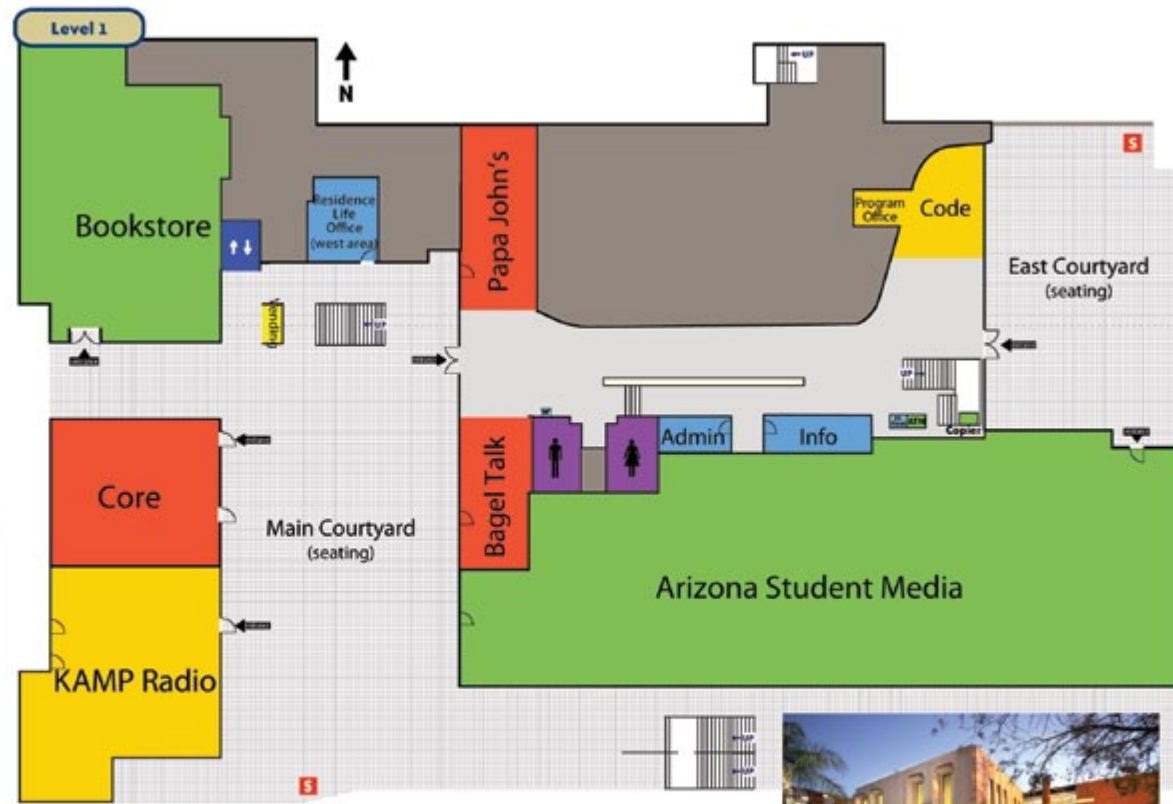
- Diamondback Level 2
- Javelina Level 2

<floor plan key>

Food Retail Involvement Meeting Rooms
Elevators Restrooms
Services Water
Walkway Restricted
Designated Smoking Area

The Park Student Union (PSU) is a place of restricted public access. The PSU is intended for the use of students, faculty staff, guests of the University and participants in authorized on-campus activities. Loitering or interfering with this intended use is prohibited, and violators will be required to leave. Violators may be subject to disciplinary action.

Smoking is permitted only at designated smoking areas. Smoking is not permitted in all other areas of the PSU.

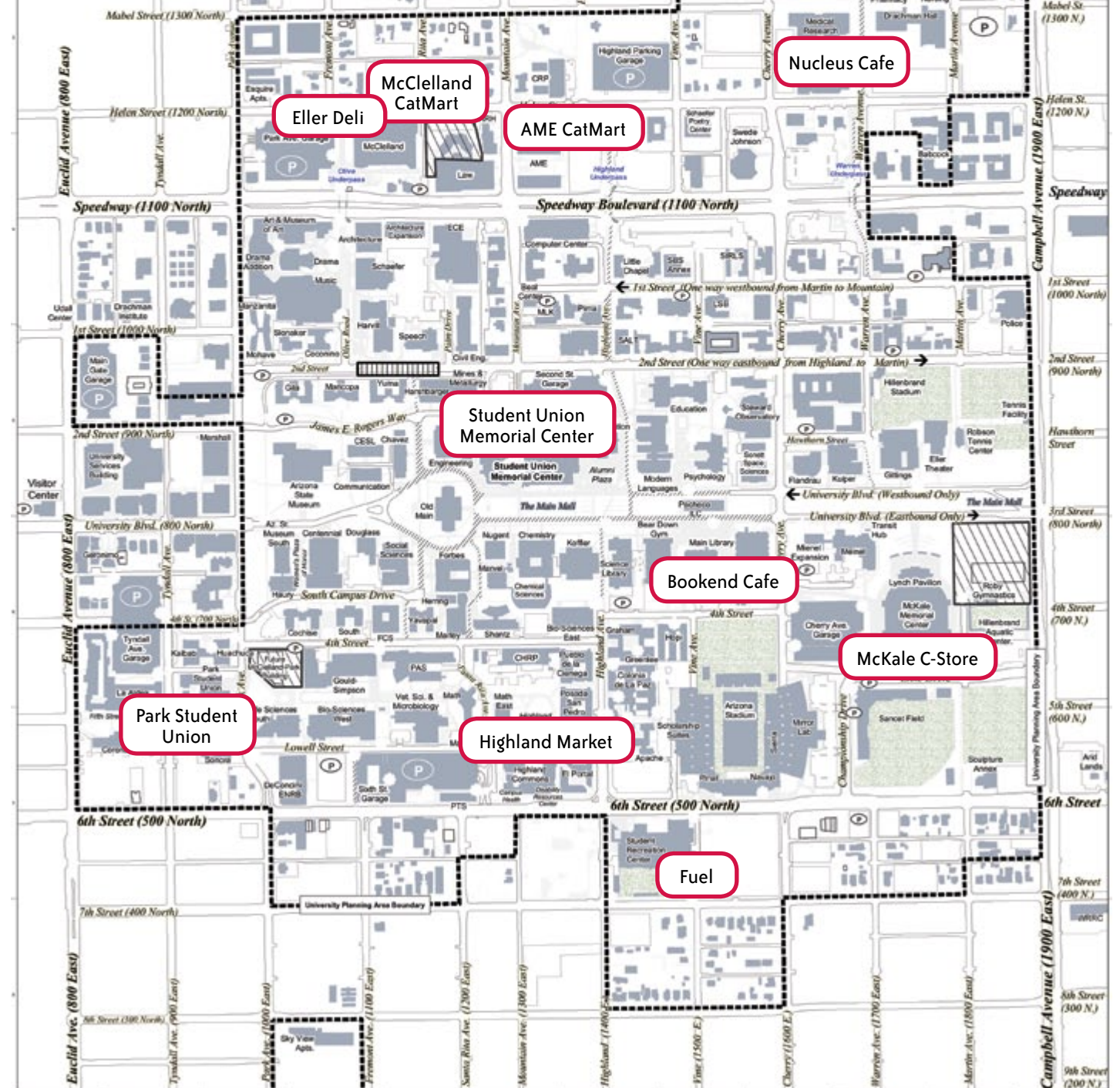


THE UNIVERSITY OF ARIZONA
PARK STUDENT UNION



X. Other Union Outlets

The Arizona Student Unions Campus Locations



Updated 05/2011

