

# Auburn University Campus Recreation

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Student Staff Handbook

2022 - 2023



AUBURN UNIVERSITY

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CAMPUS RECREATION

STUDENT AFFAIRS

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for this information to be updated to reflect our duties and responsibilities.

Welcome Competitive Sports Staff!

Welcome to another year of Competitive Sports at Auburn University. We are proud of the Campus Recreation Department and Competitive Sports Program and welcome you to the team of Competitive Sports supervisors and assistants that help lead our program towards greater success.

A position with the Department of Campus Recreation, specifically Competitive Sports, is one of the most challenging and rewarding jobs on campus. Through hard work and teamwork, we will achieve our goals and provide Auburn University with one of the top programs in the country.

This handbook will provide you with the knowledge and tools needed to succeed, and correctly handle all situations you may encounter. The material will be explained and discussed at our training sessions as well as throughout the year as questions arise. Please take the time to thoroughly read and comprehend all of the material, policies, procedures, rules, and regulations in order to fully understand your responsibilities within this program.

There is no way to fully illustrate the importance of this job to the larger mission of our department as well as the university. This position is an extension of the Department of Campus Recreation and must follow and support all of the philosophies, policies, and procedures of the department. As part of our educational mission, the Competitive Sports' professional staff empowers you to make decisions. If you make a decision, right or wrong, you are doing your job. Our job is to help you make the right decisions more often than not. If you need our help or support, please do not hesitate to contact the coordinators through their office phone or cell phone.

You are a vital piece to the puzzle, and we hope you are looking forward to the upcoming semester with our team.

Sincerely,  
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Associate Director- Programs

Nicholas Head  
Coordinator

Daniel Overstreet  
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## **ASSISTANTS**

The Competitive Sports staff is responsible for supervising the Competitive Sports Program, participants, and facility users. Staff members should never leave prior to being relieved by another staff member or being dismissed by the supervisor on duty.

Assistants should be able to answer any questions about competitive sports, our operations, facilities, and our dedication to safety. If you are unsure of a question by a participant, find out the answer or direct them to the supervisor on duty. Do not give out incorrect information.

Staff should be attentive and available to customers. Studying, reading, eating, using cell phones for personal use, etc. will not be tolerated. Assistants should limit socializing with other staff members to short conversations.

### **PRACTICE RESPONSIBILITIES**

Clubs will have their own designated practice times, and assistants are responsible for club sport practices on the Campus Recreation fields. Before practices assistants will check in all players on the IMLeagues mobile site. During practices assistants will monitor teams to ensure all policies and procedures are followed and check in any participants that arrive late. Assistants will provide water coolers for the players and will be responsible for filling them up periodically throughout practice. Assistants will also act as first responders when an injury occurs.

### **PRE-GAME RESPONSIBILITIES**

#### **CLUB SPORTS**

Each Competitive Sports Assistant will have responsibility for certain playing areas. Before games start, assistants should move around their assigned areas to observe any potential hazards and quickly eliminate them. Assistants should assist the participating club team with any last-minute arrangements. Once the visiting team arrives, assistants are responsible for ensuring every visiting player has completed the online waiver.

While waiting for the match to begin, an assistant should introduce him/herself to the visiting team, coaches, and officials. Let them know we are here to help them if they need anything. This effort can help if a heated contest takes place, and you need to address the coach as an authority of the program.

The Competitive Sports staff will provide coolers for all contests. Fill them up before the contest begins and check them throughout the contest. Do not wait until they are empty to refill. Be proactive not reactive!

### **INTRAMURAL SPORTS**

It is the responsibility of all assistants to ensure that all participants are checked in prior to the start of the game. Check ID's and get the teams ready to compete. Take an active role in directing teams to the proper fields and getting games started on time. We want to be professional by having teams start their games when they are scheduled.

Intramural sports do not exist without officials. Before the game is a great time to speak with the officials about the game(s). Discuss the evaluation process with the officials for the night, and let them know they will receive feedback before, during, and after each game. Ask the officials questions about plays seen during the contest or other contest. Officials should be thinking about the game. Provide officials water between games if possible.

### **GAME RESPONSIBILITIES**

#### **CLUB SPORTS**

During the club sports contest, oversee the playing surface and act as the hospitality committee. This includes refilling water coolers for both teams as well as directing individuals through our facilities. Clubs host various games and tournaments, which means visitors and guests will enter the Recreation and Wellness Center as well as utilize the Campus Recreation fields.

Assistants are responsible for enforcing facility policies including no food or drink containers in the Recreation and Wellness Center, and no bicycles, alcohol/tobacco, or pets at the Campus Recreation fields.

#### **INTRAMURAL SPORTS**

During intramural activities, evaluate the officials, playing surface, and surrounding areas. Ensure a safe environment by politely directing spectators and teams to approved areas.

Assistants will manage benches and spectators in heated situations. Do not try to overstep boundaries and manage the entire activity.

Maintaining a professional demeanor is important. We do not want to make people feel unwelcome. However, we must protect the integrity of the sports by managing the people watching the games. Be polite and work with the atmosphere of the game and with the participants. Assistants manage the surroundings and protect the Department of Campus Recreation as well as Auburn University.

## **POST-GAME RESPONSIBILITIES**

### **CLUB SPORTS**

When games end, begin taking down the set-up and directing all spectators to the exit. Club sports teams will help clean up and put up all equipment. Auburn clubs should not leave until everything is picked up and put away. Lock up all applicable areas and leave the facility once everything is in order.

### **INTRAMURAL SPORTS**

When games end make sure scoresheets are filled out properly with appropriate scores, sportsmanship ratings, and captain signatures. Clean up around the playing surface, including all equipment and trash. Return all equipment to its original location. If working at the fields, help with cleaning the field house and do not leave until dismissed by the supervisor on duty.

### **FIELD HOUSE/COURT OFFICE RESPONSIBILITIES**

Assistants working in the field house or court office are responsible for checking in fellow assistants when they arrive for their shift and distributing the required equipment. Office workers will check out all equipment given to staff members and participants through the Fusion system. As games conclude, assistants will enter intramural scores online. At the field house, assistants will be responsible for helping clean the field house and doing laundry. Leave all workstations clean and orderly.

## **OFFICIATING**

Competitive Sports staff members are expected to attend all intramural officiating trainings. Assistants should be prepared to officiate or oversee any intramural sport. As an assistant, a good understanding of the rules and officiating practices of each sport is required to complete quality official evaluations.

## **REPORTS**

### **EVALUATIONS OF OFFICIALS**

Assistants are expected to complete evaluations of assistants officiating on their designated fields/courts. Take the time between games, at halftime, and during timeouts to talk to officials about their strengths and areas for improvement. Assistants should discuss everything they write in their evaluations with the officials face-to-face. Use the following guidelines when rating officials:

- 1 – Has no understanding or grasp of the concept
- 2 – Needs work but has some understanding
- 3 – Adequate for regular season games
- 4 – Playoff game quality
- 5 – Championship game quality

Discuss your evaluations with the supervisor on duty before submitting them at the end of the night.

### **INCIDENT REPORTS**

Assistants are responsible for completing incident reports any time a participant is ejected from an intramural or club sporting event. Assistants may look up banner ID numbers on Fusion if participants are not forthcoming with that information. Be

as specific as possible in the incident description as this information will be used to determine potential suspensions from Campus Recreation activities.

When possible, have all staff involved in an ejection complete a separate incident report as well.

### **INJURY REPORTS**

Assistants are responsible for completing injury reports any time treatment is given to a sports participant. In the event of an injury, responding with treatment for the participant is the priority. Do not prioritize writing the report until the injury has been dealt with. Consult athletic trainers when completing the treatment descriptions.

## **DRESS CODE**

Staff members are required to wear a staff polo/sweatshirt, name badge, closed toe shoes, and khaki pants/shorts for each shift. Clothing unsuitable for work includes torn khakis, sweats, cut-offs, hats (not allowed at inside events) or other inappropriate attire. In cold weather, staff members may check out rain jackets at the field house. These jackets must be worn on top of all other layers. Remember that how you dress represents yourself, Campus Recreation, and Auburn University.

## **PROFESSIONAL IMAGE**

Assistants should maintain a positive professional image as this reflects on the entire Campus Recreation Department

- Respond to every situation with maturity and professionalism.
- Do not socialize excessively with staff, participants, or spectators.
- Do not eat food in sight of other staff, participants, or spectators.
- Treat all other employees and participants as you would like to be treated.
- Respond immediately to questions or comments by participants and spectators  
Smile, nod, wave, acknowledge in any way that you see and understand the question or comment by the participant. Do not ignore any participant regardless of the situation.
- Respond to the person and not the situation. Be positive!
- Always look like you are having fun!

## **INAPPROPRIATE BEHAVIOR**

The following activities are inappropriate and prohibited by employees while working:

- Smoking and/or chewing tobacco.
- Being under the influence of alcohol or drugs.
- Using abusive and/or foul language.
- Working out or playing games while on duty.
- Disrespecting other staff while participating in events.
- Using cell phones for personal calls or text messaging.
- Giving individuals special treatment (either staff or participants).

## COMMUNICATION

An open line of communication is a key to our success as a department. To ensure these lines remain open, we must:

- Report any problems, accidents, incidents, misunderstandings, and other issues through daily shift reports, emails, visits to the office, or phone conversations.
- Be aware of information passed on in emails, schedules, texts, and calls.
- Attend all meetings. If you have conflicts, please contact the Coordinators' office immediately so alternate plans can be arranged.

Staff may be confronted by a participant who is unhappy with the department's rules and regulations. When dealing with upset members, always maintain a professional attitude. If forced to confront the participant, listen to their concerns, explain that they have been heard and understood, offer an immediate solution based on our departmental policies and procedures, and finally, if necessary, direct them to the appropriate professional staff member.

## STAFF EVALUATIONS/RAISES

### CAMPUS RECREATION STUDENT EMPLOYEE RUBRICS

#### ***Purpose:***

The Student Employee Rubric consists of identifiable standards of professional traits that all student staff will be evaluated on, regardless of the program or operational area that they work for. These professional traits are based on four core competencies that Campus Recreation student positions share: risk management, technical skills, communication, and time management.

#### ***Details:***

All Campus Recreation student employees will be evaluated every semester of their employment. This is an opportunity to assess all employees on their progress, praise accomplishments, share goals to improve performance, and help achieve Campus Recreation objectives, while helping to ensure students reach their aspirations. The rubric will be shared with the employee by their supervisor at the end of each semester via Baseline.

Entry level positions (level I and II) will use the Campus Recreation Student Employee rubric, all supervisor positions (level III and IV) will use the Campus Recreation Student Supervisor rubric. Both rubrics have valuations of beginner, developing, accomplished, and advanced.

The Campus Recreation Employee rubric includes the following 13 professional traits:

- Approachability
- Attitude
- Communication
- Giving and Receiving Feedback
- Identifying Solutions
- Independence
- Initiative
- Maintaining Confidentiality
- Professional Appearance
- Quality Effort
- Reliability
- Response to Customers
- Using Technology



The Campus Recreation Supervisor rubric includes the following 18 professional traits:

- Acting with Authority
- Approachability
- Attitude
- Communication
- Customer Questions
- Giving and Receiving Feedback
- Group Process
- Identifying Solutions
- Independence
- Initiative
- Locating Resources
- Maintaining Confidentiality
- Professional Appearance
- Quality Effort
- Reliability
- Response to Customers
- Sharing Ideas
- Using Technology

### **Department Incremental Pay Increases**

- Entry Level Position:
  - o If the employee has met the program area requirements to be eligible for an incremental increase, the entry level position employee must score a minimum 70% on the Campus Recreation Student Employee rubric to be eligible for an incremental increase in pay.
- Supervisor Level Position
  - o If the supervisor has met the program area requirements to be eligible for an incremental increase, the supervisor level position employee must score a minimum of 80% on the Campus Recreation Student Supervisor rubric to be eligible for an incremental increase in pay.

*\*Incremental pay increases are subject to the budgetary constraints of Campus Recreation.*

To qualify for a pay raise evaluation as a Student Assistant and/or Student Supervisor:

- Student **Assistant** must work a minimum of **80** hours throughout the fall or spring semester
  - o Average of 6 hours per week for 15-week semester (Thanksgiving, Spring Break, Finals Week omitted)
  - o Depending on weather postponements or cancelations, hour requirements may be adjusted as needed
- Student **Supervisor** must work a minimum of **120** hours throughout the fall or spring semester
  - o Average of 8 hours per week for 15-week semester (Thanksgiving, Spring Break, Finals Week omitted)
  - o Depending on weather postponements or cancelations, hour requirements may be adjusted as needed
- Must attend mandatory bi-weekly staff meetings and/or supervisor meetings (as it applied to their role)
  - o Class excuses will be allowed if time conflicts with meetings
  - o Excuses will be allowed if working shift at time of meetings
  - o Excuses for being sick will be allowed with doctors note

- Must attend officiating clinics for the following sports
  - Flag Football, Basketball
  - Regardless of officiating intention or ability, staff are still required to attend clinics to ascertain knowledge for the various roles they play
- No missed shifts, no discipline issues, no staff conflicts
- We will use fall break and spring break as "check-points" to determine what staff may qualify for pay raise evaluations
- Level 1 & 2 positions receive an 70% on Campus Recreation Rubric
- Level 3 & 4 positions receive an 80% on Campus Recreation Rubric

## WORK SCHEDULE

Work schedules will be constructed and communicated every week using the online scheduling system When-To-Work. Schedules begin on every Monday and go until the next Sunday. The schedule will be published by 5 p.m. each Thursday. All staff are expected to input their availability by noon on Thursday. Staff are responsible for working all scheduled shifts or finding appropriate substitutions. Staff are only allowed to block off their class schedule on [whentowork.com](http://whentowork.com). All other needs should be submitted as time off request. We will try and grant time off request but can't guarantee.

### SUBSTITUTION POLICY

Employees are allowed unlimited substitutions during the semester. Employment may be suspended if a team member is not able to work for an extended period.

Assistants should find a substitution for any shift they cannot work. Responsibility for the shift does not transfer until a trade or drop is approved on When-to-Work. Please be flexible throughout the year, but especially through the final few weeks of the semester. There is a give and take relationship among Competitive Sports Staff, so please help each other out as much as possible.

### SICK POLICY

If a staff member becomes ill during the day or comes down with something for an extended period, they should inform the coordinators as soon as possible so adjustments can be made. If a staff member falls ill while on duty, they should contact the supervisor immediately. Do not leave the site unattended.

### TARDINESS

Tardiness is inexcusable and will not be tolerated. Supervisors will submit documentation of tardiness to the Competitive Sports professional staff, and you may also be sent home that night. If a staff member knows they will be late, they should contact the supervisor on duty immediately so adjustments can be made.

## **EMPLOYEE CONDUCT**

Assistants and supervisors are the leaders of the competitive sports program. Staff members will be mentored and in turn, they will mentor the rest of our staff.

Individuals, who commit, attempt to commit, incite, or aid others in committing any acts of misconduct will be subject to disciplinary proceedings by the Department of Campus Recreation.

Staff participation in various aspects of the Campus Recreation Department is encouraged. However, when participating in any program area, an assistant is representing Campus Recreation and Competitive Sports, and their conduct will reflect on them and the department. People recognize assistants even when they are not working.

## **RISK MANAGEMENT**

The Campus Recreation Department is proactive in maintaining an ongoing and dynamic risk management program. The prevention of incidents and the proper response to emergency situations are two primary responsibilities of all Auburn University Campus Recreation staff members.

## **HANDLING CONFLICTS OR THREATENING INCIDENTS**

A Competitive Sports staff member is expected to handle any situation that arises to the best of their ability.

Here are some helpful tips when dealing with unruly participants or spectators:

- Maintain control – even if inside you are anxious, present the image that you are calm and in control.
- Take a deep breath and organize your thoughts.
- Speak slowly and firmly. Speak directly to the individual and maintain eye contact. Remain calm and professional
- Avoid embarrassing the patron; if necessary, speak to them in private or offer a one-on-one with a professional.
- Maintain distance between you and the participant.
- Position yourself where you are in clear view of the playing areas and participants.
- Invite a fellow staff member to witness the conversation if needed.
- If you feel threatened, contact the supervisor.
- If the situation calls for it, contact police and wait for their arrival. If the police are contacted, the supervisor will immediately contact the coordinators.

Please fill out a detailed incident report on iPad. Supervisors and Assistants involved with the situation must each complete an incident report describing the incident.

## **INJURIES**

Competitive Sports staff members are certified in CPR/AED and First Aid. Every Competitive Sports assistant and supervisor on duty are required to have a first aid kit available either on their body or on the field. If first aid kit supplies are low, please notify the athletic trainer on duty.

The first responder to an injury is the first staff member on the scene that is qualified to render the basic care needed. Competitive Sports staff should provide care to their level of medical training. If athletic trainers are available, please allow trainers to provide care. In the event of serious injuries, the supervisor should contact the appropriate emergency personnel.

An injury report must be filled out completely by the assistant on duty as soon as the situation allows.

### **MEDICAL ATTENTION**

If an accident or injury occurs, it is the discretion of the participant as to what type of medical care is sought. An ambulance will be called if needed, but a participant may refuse to leave the scene with medical staff. If the injury is not serious, suggest a friend drive them to the hospital instead of having an ambulance come. If a player loses consciousness, they MAY NOT return to play in that activity. Do not drive participants to seek medical care.

### **FACILITIES SUPERVISOR**

When competitive sports programs are held within the Recreation and Wellness Center and SportsPlex, supervisors/assistants will contact the Facilities Supervisor by radio in case of any emergency requiring police or medical response.

## **OUTSIDE FACILITIES**

### **LIGHTNING**

The SportsPlex and Intramural Fields are monitored by a Thor Guard Lightning Prediction and Warning System. The Thor Guard system measures atmospheric conditions in the surrounding area. When the conditions reach the threshold for potential lightning, an alarm will sound (one long blast of the sirens) and the strobe lights will begin to flash.

Steps to take when the Thor Guard sirens and lights are activated:

1. All fields should be cleared and encourage members to seek immediate shelter.
2. Members may return to the Sportsplex/Intramural Fields only after the Thor Guard system gives the 'all clear' (3 short siren blasts and the lights go off), staff will unlock the entry gate and activities may resume.

### **TORNADO WARNING**

Staff should be aware that severe weather may be imminent. Tornado sirens may sound in the area, informing people of a tornado forming nearby.

The competitive sports supervisor will announce over the radios, "ATTENTION competitive sports assistants. This is not a drill. The Auburn-Opelika area is under a tornado warning. Please have all staff/players clear the fields immediately." The field house can serve as a shelter for staff and participants are encouraged to go to their vehicles for shelter. If time allows the most appropriate shelter for participants is the McWhorter Center for Women's Athletics.

## Miscellaneous

### Players Required To Avoid Forfeit

Each sport has a minimum number that a team must have to avoid a forfeit. A team must have this number, player must be on roster and have proper equipment, at gametime to avoid a forfeit.

7 v 7 Flag Football – 5  
4 v 4 Flag Football – 2  
Co-Rec Flag football – 6 (3 men, 3 women)  
Basketball – 3  
Outdoor Soccer – 5  
Co-Rec Outdoor Soccer – 6 (3 men, 3 women)  
Indoor Soccer – 4  
Sand Volleyball – 2  
Indoor Volleyball – 4  
Co-Rec Indoor Volleyball – 4 (2 men, 2 women)  
Softball – 8  
Co-Rec Softball – 8 (4 men, 4 women)

### Game Time/Forfeits/Forfeit Fees

Game time is forfeit time. Teams must have the minimum number of players at the playing venue in appropriate attire by game time to avoid a forfeit. The team captain should report to the Competitive Sports Staff 15 minutes before the contest. If a team forfeits the captain will be required to pay a \$25 forfeit fee within 48 hours. (CREDIT CARD ONLY!). The fee can be paid on the Campus Recreation website at [www.auburn.edu/campusrec](http://www.auburn.edu/campusrec). Captains are responsible for paying this fee. Teams will be removed from the league if they fail to pay the forfeit fee or forfeit a second time. All future games will be counted as a forfeit.

The score for a forfeited game will be a mercy rule:

Flag Football = 19-0  
Basketball = 30-0  
Soccer = 6-0  
Softball = 10-0  
Volleyball = 2-0

The winning team will receive a sportsmanship rating of 4.0 and the losing team will receive a rating of 2.0.

### Default/Cancellations

If your team cannot make a game, the team may default/cancel to avoid the forfeit fee and retain playoff eligibility. Teams may default/cancel their scheduled contests directly through IMleagues submission process. The default/cancel submission will send an automated email to both teams informing them of the default/cancel. A default/cancel must be completed 3 hours prior to gametime. If a game is defaulted/canceled past 3 hours of scheduled contest this will result in a forfeit and the team captain will be required to pay a \$25 forfeit fee within 48 hours. If a team defaults/cancels three times during a sport season, that team will be removed, and all future games will be counted as a forfeit.

The score for a defaulted game will be a mercy rule:

Flag Football = 19-0  
Basketball = 30-0  
Soccer = 6-0  
Softball = 10-0

Volleyball = 2-0

The winning team will receive a sportsmanship rating of 4.0 and the losing team will receive a rating of 3.0.

If an intramural contest is delayed due to weather or any other reason, the following procedure will be used:

- If the game has reached halftime or the 5th inning in softball (Bottom of 4th inning if the home team is winning) it will be delayed or called as final.
  - If a regular season game has not reached this point, it will be delayed or deemed a no contest.
- If a playoff game has not reached the complete game cut-off above, it may be delayed or rescheduled.
  - Players that were not present at the original game are LEGAL to participate in the rescheduled game.
  - Exception: Playoff game – if they are not on the roster, they may not be added.
  - Officials – It is not guaranteed that the game will resume with the same officials as the original game, but every effort will be made to keep as many as possible.

Competitive Sports Staff and Athletic Trainers reserve the right to institute mandatory water breaks during outdoor game play to ensure a safe playing environment for participants. Water breaks will be an uncharged one-minute timeout where coaches may meet with their players. If required, the water break will be at the midpoint of half. Competitive Sports Staff and ATs may add more water breaks as needed.