

IOWA STATE UNIVERSITY



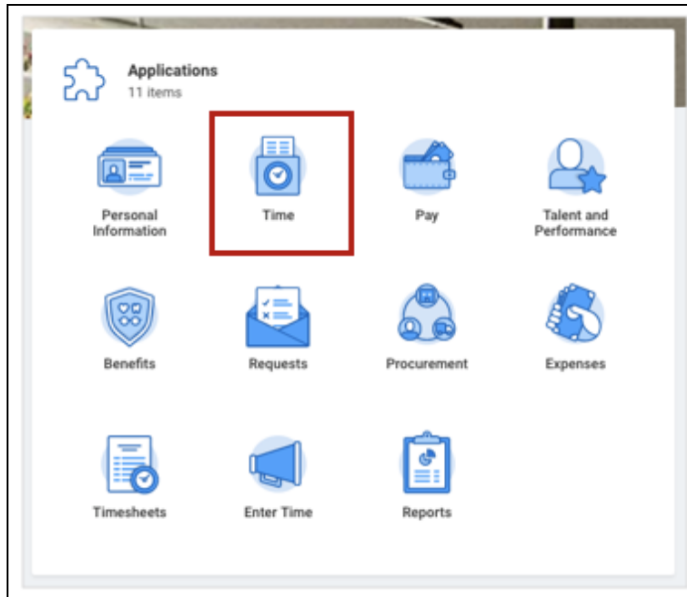
RECREATION SERVICES

Facility Attendant

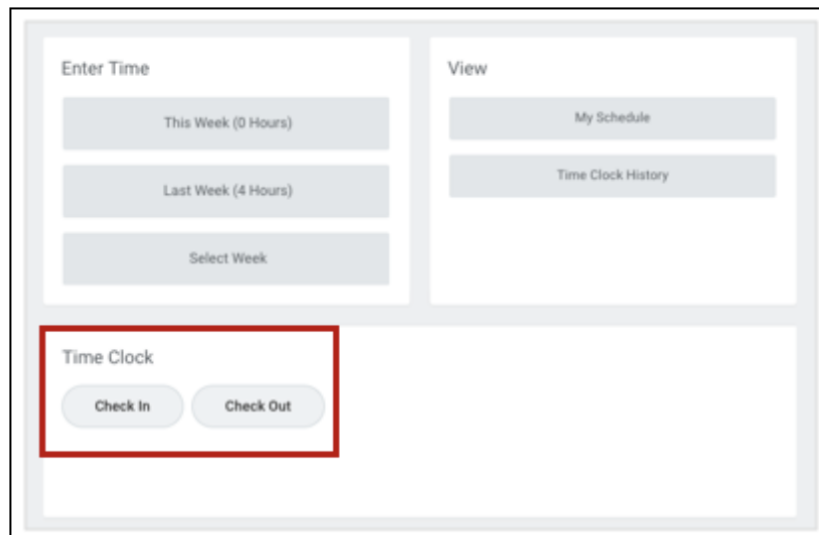
New Hire Training

Time Entry for Students with Multiple Positions - Student Worker

1. On the **Student Worker's** homepage, select the **Time** application



2. Within the application, under the **Time Clock** section select **Check In**



3. Enter the **Time Type**: Regular Hours. **Note**: This is the default time type.

TECHNOLOGY:

Integrate and utilize technology ethically and efficiently, and discern when technology is appropriate to the task at hand. Adapt to new and emerging technologies to complete tasks and accomplish goals based on organizational purpose.



4. For Student workers with more than one job, the position field will have a drop down menu for the student to select which job they are checking into. **Note:** The additional job is marked with the plus icon (+)

The screenshot shows a 'Check In' form with the following fields and values:

- Worker**: (Red star icon)
- Date**: 03/11/2021 (Red star icon)
- Time**: 01:07:18 PM (Red star icon)
- Time Zone**: GMT-06:00 Central Time (Chicago)
- Time Type**: Regular Hours (Dropdown menu)
- Position**: RECS SW - Personal Training - Fitness (Dropdown menu)
- Details**: (Section header)
- Comment**: (Text area)

The dropdown menu for Position is open, showing the following options:

- select one
- ATHL - Tutor/Mentor (+)
- DSO SW - Student Coordinator - SFE (+)
- RECS SW - Customer Service - Fitness (+)
- RECS SW - Instructing - Fitness (+)
- RECS SW - Meeting/Training - Fitness (+)

An 'OK' button is at the bottom left.

5. Once you have checked in, you will receive a confirmation message with the date and time you **successfully checked in**

The screenshot shows a confirmation message with the following text:

Check In

You have successfully checked in at 03/11/2021 1:07:18 PM.

A 'Done' button is at the bottom.

TECHNOLOGY:

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IOWA STATE UNIVERSITY

CAREER READY

STUDENT EMPLOYEE CAREER READINESS COMPETENCIES:

The eight Career Readiness Competencies, definitions, and related student-employee learning outcomes provide both a framework and a language for describing/defining the competencies that develop through experiences and employment offered in the Division of Student Affairs. The Career Readiness Competencies relate directly to the Co-curricular Learning Domains, or CCLDs.



COLLABORATION & TEAMWORK:

Engage in intentional interactions among groups and/or individuals of differing backgrounds directed at achieving a shared goal. Able to work productively within a team structure, and identify and manage group dynamics.



LEADERSHIP:

Identify the strengths of self and others to achieve common goals and use interpersonal skills to coach and develop others. Manage emotions and acknowledge those of others to inspire, guide, and empower; and organize, align, and prioritize team tasks for positive change.

COMMUNICATION:

Articulate thoughts and concepts clearly and effectively in written and oral forms, in a manner conducive to fostering professional relationships. Including the demonstration of proficient speaking and listening skills, to clearly express oneself and receive ideas of others.



LEARNING & APPLICATION:

Acquire knowledge, skills, and experiences and applies academic and job-based learning in novel and innovative ways. Application can happen through simple connections among ideas and experiences, to synthesizing and transferring learning in various contexts and environments.



PROFESSIONALISM:

Demonstrate personal accountability and effective work habits (e.g., punctuality, working productively with others, and time management) and understand the impact of non-verbal communication on professional work image. Demonstrate integrity and ethical behavior, act responsibly, and be able to learn from mistakes.



CRITICAL THINKING & PROBLEM SOLVING:

Synthesize existing ideas, images, or expertise in original ways. Design, evaluate and implement strategies or interventions to answer questions, make decisions, or achieve a desired goal.

INTERCULTURAL PERSPECTIVES:

Understand personal identities, values, respects and learns from divergent viewpoints. Demonstrate openness, inclusiveness and the ability to interact respectfully with all people and appreciate individuals' differences.



TECHNOLOGY:

Integrate and utilize technology ethically and efficiently, and discern when technology is appropriate to the task at hand. Adapt to new and emerging technologies to complete tasks and accomplish goals based on organizational purpose.





Hourly Employee Information

The **FIRST PAY PERIOD** of each month is the **1st through the 15th** with that paycheck issued on the 25th of every month. If the 25th falls within a non-work day (weekends or holidays), your paycheck will be issued the Friday before.

The **SECOND PAY PERIOD** of each month is the **16th through the last day of the month** with that paycheck issued on the 10th of the next month.

Remember: You are paid two weeks after each pay period you work

During **fall** and **spring** semesters, hourly employees are limited to **20 hours per pay week** (see below) **at all jobs on campus.**

During **academic breaks** and **summer**, hourly employees may work up to **40 hours per pay week** **at all jobs on campus.**

A pay week is defined as Sunday through Saturday. If the pay period ends during the middle of a pay week, the maximum number of hours still applies.

For example, let's use the pay week of Sunday, February 12 through Saturday, February 18. The first pay period of the month ends on Wednesday, February 15 but the computer will add the hours worked Thursday, February 16 through Saturday, February 18 to those hours worked February 12 – 15. If an employee exceeds 40 hours during academic breaks or summer, the employee will incur overtime wages. **This is not an option for Recreation Services to pay overtime wages.**

Employees are responsible for keeping track of hours worked at all on-campus jobs and monitoring work schedules so as **not to exceed the 20 hours per week limit during fall and spring or the 40 hour per week limit during academic breaks and summer.**

IF YOU HAVE ANY QUESTIONS, PLEASE SEE YOUR SUPERVISOR



PROFESSIONALISM:

Demonstrate personal accountability and effective work habits (e.g., punctuality, working productively with others, and time management) and understand the impact of non-verbal communication on professional work image. Demonstrate integrity and ethical behavior, act responsibly, and be able to learn from mistakes.



Recreation Services Pay Raise Policy

Recreation Services Student Employees are eligible to receive a pay raise after working in the same position for two semesters.

Student employees must receive a performance evaluation from their area supervisor at least one time per calendar year to be eligible for a pay increase. Performance Evaluation will be as follows:

- Self-Evaluation to be completed by the student employee eligible for a pay increase
- Review of performance reports for the semesters evaluated
 - Student cannot receive any 3+ disciplinary infractions
 - Student cannot receive 3+ points on file at any point throughout the semesters evaluated

Performance Evaluations vary by position supervisor

Pay raise amounts are to be applied at a minimum of \$00.25. Student employees are eligible to receive a maximum pay raise of \$00.50 for two semesters worked.

- Pay raises may not exceed the max threshold pay range of the Student Employee's job profile
- Consideration for pay raise amounts that exceed a max threshold may be requested, but must be reviewed and approved by senior leaders before application
- Student employees may only receive one pay increase per fiscal year per position

Position Supervisor has final say over all pay raises

IF YOU HAVE ANY QUESTIONS, PLEASE SEE YOUR POSITION SUPERVISOR



FACILITY OPERATIONS DRESS CODE

- Recreation Services Uniform
 - Supervisors, White Polo
 - SD and Beyer/Forker Attendant, Red Polo
 - Facility Attendant, Red Shirt
- Neutral colored t-shirt (to be worn under polo)
 - May be long sleeve in the cooler months
 - NO SWEATSHIRTS
- Bottoms
 - Black athletic bottoms. (biker shorts, tennis skirts, skorts, etc.)
 - All logos should be small and neutral colored
 - No mesh on leggings, no holes on bottoms, and no overly baggy sweatpants
- Closed toe shoes
- Position specific name tag

ITEMS NOT TO BE WORN

- Hats, caps, etc. (nothing covering the head)
- Colored Undershirts (red, blue, green, purple. Etc.)
- Sandals/Flip-Flops or other open toed shoes
- Necklaces – if worn, they must be inside of the staff shirt (safety issue)

PROFESSIONALISM:

Demonstrate personal accountability and effective work habits (e.g., punctuality, working productively with others, and time management) and understand the impact of non-verbal communication on professional work image. Demonstrate integrity and ethical behavior, act responsibly, and be able to learn from mistakes.





General Expectations and Policies

Be your own CEO – Communicate Early and Often!

Be on time and ready for work!

Perform all on-shift Responsibilities

- Actively move throughout the facility and monitor the fitness spaces
- Complete assigned on-shift tasks such as: laundry, refill cleaning solution, facility counts, etc.
- Enforce all area specific policies in a professional and respectful manner
- Assist patrons: day lockers (unlocking and resetting), lost and found (gathering and checking), etc.
- Perform tasks as assigned by Supervisors, Head Supervisors, and/or Professional Staff

Policies

- Tops, bottoms, and closed-toe athletic shoes must be worn at all times.
- Collars must be used on all barbell lifts, spotters are recommended.
- Dropping of weights or cable stack is prohibited. Weights must be controlled throughout the entire movement.
- Wipe down equipment after use.
- Equipment may not be removed from Fitness Area. Walkways and gymnasium(s) are not meant for exercise.
- Equipment may not be altered or used for anything other than designed function.
- Gym chalk is prohibited.
- Personal Training or private instruction is restricted to Recreation Services employees.
- Users are required to re-rack weight plates and dumbbells when finished.
- Food, tobacco/vaping products, or mixing supplements are prohibited in the fitness area.
- Users are to abide by all staff requests.
- Do not place weights on benches. Do not stand or step on benches.
- Photography and video recording are prohibited.
- Users are not to save spots or equipment with personal belongings and/or other items.
- Large items (bags, computers, multiple items of clothing, etc.) are expected to be stored outside of the Fitness Area in dedicated lockers or cubbies.



CRITICAL THINKING & PROBLEM SOLVING:

Synthesize existing ideas, images, or expertise in original ways. Design, evaluate and implement strategies or interventions to answer questions, make decisions, or achieve a desired goal.



Disciplinary Procedures

Facility Operations handles disciplinary issues based on a points system. The professional staff may review any incident according to all information available. Details of this system are below and are tracked by each program supervisor and listed in a document that may be shared between professional staff. It is the responsibility of the supervisor who issues points to update the document with any assigned points.

Issuance of Disciplinary Points

- Points can be issued by any Recreation Services professional staff member, Graduate Assistant, or area specific student supervisors or program assistants.
- Points are the minimum you can receive for a violation and are up to the discretion of each program supervisor or Recreation Services professional staff member and can be inflated depending on severity of the incident.
- Disciplinary points will remain on file for a minimum of one calendar month and max 3 months.
- Probation depending on points or immediate two weeks suspension will occur if an employee reaches 4 points with possible termination to be determined by the area supervisor. The employee must schedule a meeting with the supervisor and will remain suspended until that meeting occurs. The supervisor has the authority to extend the suspension to any length of time they feel appropriate or decide on termination of the student employee. If a suspension is issued, it is with the understanding that the student will be employed on a zero-tolerance basis for the duration of their employment.
- If an employee reaches 3 points, a meeting with the area supervisor may be scheduled by the student to discuss employee performance (up to the discretion of supervisor).
- Employees will be subject to disciplinary points in all Recreation Services facilities, on and off the clock. Recreation Services holds our student staff to a higher standard than normal patrons. Your actions as a patron affect your ability to work in our department and therefore you are subject to disciplinary reprimand.
- Student supervisors hold other student employees accountable for their actions when professional staff are not present and can write up/document any disciplinary issues.



LEADERSHIP:

Identify the strengths of self and others to achieve common goals and use interpersonal skills to coach and develop others. Manage emotions and acknowledge those of others to inspire, guide, and empower; and organize, align, and prioritize team tasks for positive change.



Reason & Worth for Disciplinary Points

Students will be notified verbally or in writing when violations of 3+ occur. Violation of any items in Tier 4 will result in immediate probation, suspension/and or termination from all Recreation Services facility ops employment. Any combination of 4 points will result in probation, suspension/and or termination for example: Four (4) Tier 1 violations, Two (2) Tier 2 violations, a Tier 3 violation combined with a Tier 1 or 2 violation. If a termination occurs, the student employee may initiate an appeal of termination to the Associate Director; however, the appeal must be submitted in writing within 10 days from the date of termination. The Associate Director may uphold, modify, or reverse the termination status.

Tier 4 (Immediate Probation/Suspension/Termination)

- (4) Falsifying payroll/timecards (clocking in/out at non shift times, writing incorrect time on edit slip)
- (4) Intoxication or use of drugs/tobacco products
- (4) Fighting or destruction of ISU property
- (4) Theft or any violation of the law
- (4) Falsification of departmental forms or breaching confidentiality
- (4) Failure to obtain or maintain current CPR/AED certification within allotted time frame given by supervisor
- (4) Any negligent acts which endanger the safety, health, or well-being of another person
- (4) Misuse of access privileges
- (4) Any blatant unprofessional acts which reflect negatively on Recreation Services or Iowa State University

Tier 3 (Will remain on file for 3 calendar months)

- (3) Missing a shift or failure to show up without notification (No call/no show)
- (3) Missing a mandatory meeting or scheduled training unexcused (No call/no show)
- (3) Failure to enforce access policy (drop in recreation, day passes, and family hours)
- (3) Insubordination
- (3) Disrespect towards professional staff or patrons
- (3) Sleeping while on shift



Tier 2 (Will remain on file for 2 calendar months)

- (2) Excessive tardiness-being more than 30 minutes late for assigned shifts
- (2) Missing a shift with notification without securing a substitute
- (2) Inefficiency, incompetence, or negligence in the performance of job duties (includes but is not limited to unsatisfactory customer service, failing to enforce policy, allowing unsafe activity)
- (2) Failure to provide at least 24-hour notice for missing a shift (exception sick day with Dr. note)
- (2) Improper handling of funds (deposit bags, start-up bags, incorrect change procedures)
- (2) Failure to conduct proper cash handling responsibilities (reconciliation and etc.)

Tier 1 (Will remain on file for 1 calendar month)

- (1) Doing homework or reading a book or magazine while on shift
- (1) Eating at front desk or other inappropriate spaces while on shift
- (1) Tardiness-Being less than 15 minutes late for assigned shifts
- (1) Improper use of communication equipment (i.e. radios, office phones)
- (1) Using cell phones or computers for personal use/text messaging while on shift
- (1) Foul or offensive language
- (1) Dress code violation-area specific (includes not wearing name tag or any area specific issue)
- (1) Failure to report violations or issue points when warranted (Head Sup, Head Guard, Sup)
- (1) Clocking in/out too early/too late without notice
- (1) Failure to complete or turn in required paperwork, reports, or forms
- (1) Prolonged visiting
- (1) Sitting/laying on counter tops, machines, weight benches, etc...
- (1) Leaving assigned area without authorization/permission



Recreation Services

Onboarding Information



Date of Completion: _____



PROFESSIONALISM:

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IOWA STATE UNIVERSITY



RECREATION SERVICES

Student Employee Worksheet

Clearly PRINT your full legal name below:

First Name: _____

Last Name: _____

Middle Initial: _____ Date of Birth: _____ (month/day/year)

Cell Phone Number: _____

ISU Email Address: _____

ISU Card Number: 600957 _____

Anticipated Graduation Date: _____

Signature: _____ Date: _____

Software Access

Workday ☐

When to Work ☐

Email Chain ☐

GroupMe ☐

Rec Services
Facility Attendants





Work Acceptance Agreement

By signing this document, I agree to:

- Support and abide by all policies, procedures, and regulations set forth by Iowa State University and Recreation Services.
- Perform in good faith all duties and responsibilities covered in trainings, meetings, emails, personnel memoranda's, and all readily available information.
- Always represent Iowa State University and Recreation Services in a positive and professional manner (on and off scheduled work times).
- Understand that my appointment may be terminated at any time, and that I am hired on a semester basis.
- Actively work shifts, rotations, and trade shifts with fellow coworkers.
- Find replacements for my scheduled shifts in the event I cannot work (for ANY REASON).
- Attend all staff trainings, meetings, and semester scheduling for the areas to which I have been assigned.
- In the event I choose to terminate my employment during the semester, I will give two weeks written notice.

Print: _____

Signature: _____ Date: _____



FERPA Confidentiality Agreement

The purpose of this agreement is for employees of Iowa State University to understand their responsibilities to protect and safeguard the confidential information to which they have access during their employment.

To perform the responsibilities of my job at Iowa State University, I understand and agree that:

1. Access to confidential information is restricted to ISU employees with an appropriate need to know the information. This information includes, but is not limited to, social security numbers, personnel, financial, financial aid, health, IT systems, and university account information. Student information is also protected as confidential by the Family Educational Rights and Privacy Act (FERPA) and access is restricted to the student and ISU employees with an appropriate need to know the information.
2. If my job responsibilities include technical support that allow me extended system and data access capabilities, I acknowledge that I have a broader scope of responsibility to protect the security of information, information systems and the networks within the domain of Iowa State University's control. I understand which uses of system software are appropriate and which are not. I understand that my activities may be monitored. My usage of system software, including utility software, should be limited to the accesses required for me to install, update, and maintain the operating systems and application environment. Any data accessed during the execution of my duties should be kept confidential and should not be shared with any other group without prior approval from management. This includes the operating system software, system logs, and/or copies of data files. It is also my responsibility to report all suspected compromises or misuses.
3. By having access to this confidential information, I am agreeing to be responsible for the maintenance of the security and confidentiality of all information displayed on the IT system or stored in paper form in the offices in which I work, including the safeguarding of system passwords and identifications.
4. All confidential information is to be held in trust and confidence and only used for approved purposes associated with performing the responsibilities of my job and may not be misused, stored, or processed for inappropriate purposes or disclosed to unauthorized persons.
5. If I have any question about whether a proposed recipient of confidential information is authorized or not, I must consult with my supervisor.
6. Any inappropriate or unauthorized use or disclosure of confidential information to unauthorized persons will be subject to immediate disciplinary action, up to and including, termination and/or legal action.

I have read and agree to abide by the policies and procedures developed by the University governing the access to information including but not limited to the ISU Information Security Policy and its associated policies.

I ACKNOWLEDGE MY RESPONSIBILITY UNDER, AND AGREE TO ABIDE BY,
THIS CONFIDENTIALY AGREEMENT.

Printed Name: _____

Date: _____ (month/day/year)

Signature: _____



Surveillance Video Confidentiality Agreement

The purpose of this agreement is for employees of Iowa State University to understand their responsibilities to protect and safeguard the confidential information to which they have access during their employment.

To perform the responsibilities of my job at Iowa State University, I understand and agree that:

1. University Surveillance Camera video, live or recorded, is considered confidential information and access is restricted to University employees with an appropriate need to know the information.
2. Information obtained through access to surveillance video will be used exclusively for security, law enforcement or official University business purposes.
3. Monitoring of campus areas by surveillance cameras for security purposes must be conducted in a manner consistent with all existing University policies, including the Non-Discrimination Policy, Sexual Harassment policy, and other relevant University policies applicable to Civil Rights laws. Therefore, camera monitoring will not be conducted based on a person's race, gender, sexual orientation, national origin, disability, or other protected characteristics.
4. Any live or recorded surveillance video accessed during the execution of my duties should be kept confidential and should not be shared with any other department, unit or third party without prior approval from VPB&F or designee. (Exception is when department hosting camera allows sharing of recorded surveillance video with ISU Police for law enforcement purposes.)
5. It is also my responsibility to report to my supervisor all suspected compromise or misuse of surveillance video information.
6. Information obtained through surveillance camera recordings may be released to persons or entities outside the University (such as law enforcement) only when compelled by lawful means, such as a subpoena, or when authorized by the ISU Director of Public Safety, in consultation with the Vice President of Business and Finance or designee. University Surveillance Camera recorded information shall not be released to news or media sources without the additional approval of the Director of University Relations.
7. By having access to this surveillance video information, I am agreeing to be responsible for the maintenance of the security and confidentiality of all information displayed on the IT system or stored in paper form in the offices in which I work, including the safeguarding of surveillance camera system passwords and identifications.
8. All surveillance camera confidential information is to be held in trust and confidence and only used for approved purposes associated with performing the responsibilities of my job and may not be misused, stored, or processed for inappropriate purposes or disclosed to unauthorized persons.
9. If I have any question about whether a proposed recipient of surveillance camera confidential information is authorized or not, I must consult with my supervisor.
10. Any inappropriate or unauthorized use or disclosure of surveillance camera confidential information to unauthorized persons will be subject to immediate disciplinary action, up to and including, termination and/or legal action.

I have read and agree to abide by the policies and procedures developed by the University governing the access to information including but not limited to the ISU Information Security Policy and its associated policies.

I ACKNOWLEDGE MY RESPONSIBILITY UNDER, AND AGREE TO ABIDE BY,
THIS CONFIDENTIAL AGREEMENT.

Printed Name: _____

Date: _____ (month/day/year)

Signature: _____