



CAMPUS EVENTS STUDENT EMPLOYMENT MANUAL

The Division of Operations Vision

The Division of Operations strives to model servant leadership.
All employees are committed to serving the mission of Messiah University;
are innovative in their work;
and serve the university, division, and department with integrity and
positive attitudes.

2020-2021

Welcome to the Campus Events Department! On the following pages, you will find information we hope will be helpful in starting your job. Our department is deeply committed to the Christian values held by Messiah University. We hope you will maintain the same level of ethics in your work area that you would elsewhere on campus and aspire to a greater understanding of your fellow worker. We hope you will find the job in our department to be a learning experience and that as you grow in your academic knowledge and Christian service at Messiah you will gain valuable experience in your job as well. Working with your supervisor to develop qualities of leadership, responsibility, and cooperation are some of the goals we strive to achieve in this department. Please take the time to read this manual so you are aware of our expectations and guidelines empowering you to become a valuable employee. You are responsible for all items contained in the manual. If you have any questions please contact your supervisor or the Campus Events Office.

Student Employment Handbook

In addition to this manual, other information is available in the Student Employment Handbook, maintained by the Student Employment Office. All students are responsible for reviewing and understanding the information contained within the Student Employment Handbook.

SCHEDULE

Each student worker has an individual schedule. You are expected to work as scheduled, arriving to work shortly before your scheduled start time. Please read the following policy concerning absences from work. If you have any questions concerning this policy, contact your supervisor or the Campus Events Office.

Student Absences

Each student has a supervisor. All students assigned to the Campus Events Department are expected to work as scheduled by their immediate supervisor. After schedules are finalized, a list of students that work in your department will be posted for substitution purposes. Only students on that list may be used as subs.

Student workers **may be excused** from work for the following reasons:

1. Illness. Regular attendance is an important component of the job assignment. The immediate supervisor will require verification of illness by a health professional (your doctor, the Engle Health Center, etc.) for students who miss three (3) or more consecutive work shifts. Students with repeated absences due to sickness, including repeated absences of less than three (3) consecutive shifts, will be required to provide verification of illness for each absence and may be subject to disciplinary action including termination of employment.
2. Field trips
3. Scheduled games, practices or events for athletes in a university sport

4. Official scheduled academic activities by a professor
5. Choir, orchestra, theater members; scheduled performances and practices only
6. Family emergencies

The supervisor must be notified as soon as possible if you are unable to work. If you are ill (case 1), you need to call off before the start of your shift. The only exception is if you are scheduled to start work between 2:00 and 5:00 p.m., then you must call off 2 hours before the start of your shift.

In cases 2 through 6, the student will be responsible for finding a sub, and if they cannot, they will need to make arrangements with their supervisor to cover the work - a minimum of 24-hour notice is expected. **Subs must be employees of the Campus Events Department.**

Students will **not** be excused from work for the following reasons:

1. Paper or project is due
2. Study for an exam or to study with someone else
3. Recreational activities
4. Committee meetings
5. University Closed Times (unless there is extenuating circumstances and the supervisor personally contacts you to not come to work). Commuters are excused for closed times due to weather related closures.

An immediate Supervisor may use his or her discretion regarding the following:

1. Attendance at concerts or sports events on campus
2. Senate and other student government meetings
3. Floor/dorm meetings that are not mandatory
4. Early departure for the weekend
5. Going to see a professor or advisor

Communicate – Communicate – Communicate!

Reporting your work time

Your time is recorded daily on a time tracker (provided by your supervisor) and on your web entry time sheet through Falcon Link. You will record your time to the nearest quarter hour. Your supervisor uses the time tracker to verify your time sheet at the end of the pay period. It is very important to complete and submit your time sheet before midnight Monday at the end of the pay period. At that time, the system locks you out and you will use a different (less easy) process to submit your hours for pay.

Students are paid on a bi-weekly schedule. The pay schedule is available on the Payroll website.

Deliberate falsification of time can result in termination.

Sub Guidelines

- Student workers must always try to find a sub first. If a sub is not available, they must notify their Supervisor **at least twenty-four hours in advance**.
- You must email the supervisor and CC: the sub to confirm the date and time they will be working for you.
- If you sub in a building where you are not assigned, you will add those hours to your regular time sheet making a comment in the comment box with the date you subbed and where you subbed so the time can be verified between supervisors.
- Keep in mind that work study rules do not permit student workers to exceed working more than 20 hours per week (total for all jobs on campus) during periods in which class is in session. You are responsible to track your own hours if you are subbing.

Work during Academic Calendar Recesses and Special Days:

The Academic Calendar provides a list of the various recesses for the year. ***Generally, you are expected to work up to and on the last day of classes or the last day of your scheduled finals before a recess. Third shift student workers are required to work the night before classes resume at the end of a recess.*** The following is a list of the recesses/special days and our work expectations of you during each one.

- Martin Luther King Day - While most students are not required to work, they are strongly encouraged to do so if they are staying on campus. Please Note: The Set up Crew is required to work on MLK Day if Chapel is scheduled the following day AND third shift student workers are required to work that evening as well.
- J-Term Recess - While students are not required to work, they are strongly encouraged to do so if they are staying on campus.
- Reading Day (Spring Semesters) - this is a required workday. Some second shift crews may work a shorter shift.
- Spring Recess - Students are not required to work but may work if they are staying on campus.
- Easter Break - Students are not required to work and may not work on Good Friday. Set up Crew must work on the evening of Easter Monday to set up chapel for the following day.
- Service Day - This is a required workday. Some second shift crews may work a shorter shift.
- Summer Recess - Student Workers may work through Commencement which is Saturday following the end of finals. Be advised that students must leave their Residence Halls assignment within 24 hours of completing their last final if they are not staying on Campus for an approved summer function.

Third Shift and the Café 7 crew at times will be required to work the night before classes resume after most breaks and recesses. Please see your supervisor for details.

Work during J-Term

The department expectation is that if a student is employed by Campus Events and they are on campus for J-term, they are required to work. If a student works for Campus Events during Fall Semester and plans to work on campus during Spring Semester, they should work during J-Term. However, if a student is off campus during J-Term for a Cross Cultural experience, etc., their position will be held for them when they return after J-Term.

AUDIO EQUIPMENT POLICY

Headphones or speakers that are carried on one's person and connected to audio equipment are not allowed at any time! If you are seen wearing them while on duty, you will be asked immediately to remove the items from your person. We feel that headphones hinder the sense of hearing enough that they have the potential to be a danger in the workplace.

Academic Buildings/Satellites

The use of audio equipment is allowed during the hours between midnight and 5:30am. Use is prohibited at all other times. Music may be played during set ups and tear-downs in the gymnasiums at the student supervisor's discretion. The gym doors should remain closed as much as possible, so passersby and office personnel are not disrupted. The use of audio equipment should not impede the work progress. Volume and type of music must be such that it does not offend other workers or contradict the ethos expectations of Messiah University. The shift supervisor has authority over the use and may regulate or disallow at his/her discretion.

Residence Buildings

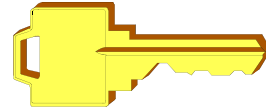
The use of audio equipment is allowed in residential buildings. The use of audio equipment should not impede the work progress. Volume and type of music must be such that it does not offend other workers or contradict the ethos expectations of Messiah University. The Shift Supervisor has authority over the use and may regulate or disallow at his/her discretion.

WORK PERFORMANCE EVALUATION

Your work performance will be formally evaluated at the end of each semester and placed on file. These are then used (with your permission) for future reference checks as you apply for jobs, etc. See attached form.

WORK KEYS and CARDS

Keys and cards are issued to individuals according to the needs of their assignment. They are to be used for work only, never after hours for any reason. You may not share your keys with anyone as you are responsible for the keys and access issued to



you. Keys and cards that are lost are to be reported to your supervisor immediately. **You are responsible for lost keys. A lost key could cost you \$75.00 or more. A lost card is \$15.00 to replace.**

DRESS

We ask you to wear clothes that are suitable for cleaning – no pajamas, yoga pants or sweat pants. Remember you are representing the university and should choose your clothes appropriately.

Until further notice you will be required to wear masks and gloves at all time while working. The university will provide these for you unless you prefer to wear your own personal mask.

OSHA regulations require all employees wear closed toe shoes. Supervisors will ask you to change inappropriate footwear immediately.

Note for Croc Wearers – Crocs with holes are treated the same as sandals or flip-flops. This rule is for your safety and protection while at work.

NO SANDALS - NO FLIP FLOPS - NO EXCEPTIONS!

TRASH HANDLING

At times trash cans contain sharp items. It is important to handle trash with care and caution. ***Never put your hands into trash bags or containers. You must wear gloves!***

STORAGE CLOSETS

Storage closets contain cleaning products and equipment. Your work keys will give you access to these closets. You are not permitted to allow any unauthorized persons in the storage closets or to take supplies from the closet. You **MUST LOCK THE DOOR** when you are finished getting your supplies from the closet.

WORK PLACE INJURY REPORTS

Any injury experienced while on duty must be immediately reported to your shift supervisor and an occupational injury form completed within 24 hours. Your supervisor **has** access to these forms and they must be completed immediately. In the case of an injury, you must

visit a physician listed on the Panel of Physicians list that will be provided to you at the time of the accident.

DEPARTMENTAL PROCEDURES AND METHODS

There are standardized methods and procedures by which we accomplish our tasks. This facilitates teamwork and enables workers to move in and out of any work location more easily. Your supervisor will train you in these procedures along with safety procedures. Good quality work is expected of all student workers and will be monitored by student supervisors.

LOST AND FOUND

Employees should turn in all lost articles that they find. All items are immediately given to the staff person on duty. Items are then taken to the Dispatch office in the Campus Center at the end of the shift. All items are processed according to the lost and found policy. Your immediate supervisor will explain this policy in detail.

PHONE AND COMPUTER USE

Personal use of desk phones, cell phones and computers, is prohibited while working. This includes checking voicemails and emails. Student employees may not use office computers for any reason other than job-related business when directed to do so by their immediate supervisor. Phones are available for emergency use only.

NO WORK DURING CHAPEL

Campus Events strongly supports the Chapel program of the university. We feel that spiritual enrichment is a vital aspect to a student's education. Student workers will not be required to work during Chapel time. Student workers may work during Chapel times; however, they will not be excused from Chapel attendance for Campus Events work.

UNIVERSITY VEHICLE USE

Only student workers who are university approved drivers are permitted to drive golf carts, cars, pick-up trucks, or vans. Individuals who are not approved drivers should not drive university vehicles at any time.

DEPARTMENTAL PERFORMANCE DISCIPLINE/JOB TERMINATION

The student employee handbook outlines steps taken when it becomes necessary to use disciplinary actions. The following steps will occur and documentation will be placed in the student's file:

1. In some cases, a situation with a student worker are handled with a conversation followed up with an email capturing the conversation.
2. The student worker is given a First Disciplinary Memo by his or her supervisor if the situation continues unresolved. The problem is to be discussed and ways to improve will be specified at that time.
3. If the problem still exists after the specified time period elapses, the supervisor conducts a disciplinary interview with the student worker and issues a Second Disciplinary Memo.
4. If a student remains uncooperative after the Second Disciplinary Memo, (a third and Final Disciplinary Memo may be given) or the student's work assignment may be terminated (see the Student Employment Handbook for more information).
5. Note: If a situation arises in a different behavioral category, a student will receive the next-level warning (i.e. if they received a First Disciplinary Memo, they will receive a Second Disciplinary Memo). All previous disciplinary issues and dates are noted on this memo.

Student Warning Chart

Warning Category	Conversation	First Disciplinary Memo	Second Disciplinary Memo	Final Disciplinary Memo	Termination/ No Rehire
Quality issues	x	x	x	x	x
Falsifying a Work Record	At Hiring	At Hiring	At Hiring	x	x
Insubordination	x	x	x	x	x
Lateness (with no calls)	x	x	x	x	x
No Show for 1 day (with no calls)	At Hiring	x	x	x	x
No Show for 2 or more consecutive days (with no calls)	Daily attempts to contact must be documented. After two no show days a Final Notice Memo will be sent to the student. If the student returns and wants to work after Final Notice is sent, CE Manager will make a determination of the appropriate disciplinary measure.				
Theft	At Hiring	At Hiring	At Hiring	x	x
Unauthorized Borrowing	At Hiring	At Hiring*	At Hiring*	x	x
Unsafe Act	x	x	x	x	x

Attempt(s) to contact must be documented

* Severity of Disciplinary Memo is at supervisor's discretion, depends on item borrowed

RESIGNATIONS

It is our hope that you will enjoy working for Campus Events for the entire school year. However we understand that academic and personal circumstances may preclude the ability to complete the entire school year. Supervisors will ask for your reason for resigning because there may be a possibility you may only need to be reassigned to another position to accommodate your schedule. In the event of a resignation, you must fill out a Cancel/Termination Form that is available from your immediate supervisor. In order for consideration for future re-hire within Campus Events, continued work with a minimum of a two-week notice is required.

IMPORTANT PHONE NUMBERS**Campus Events Manager**

Jim Fackler Ext. 7121

Campus Events Asst. Managers

Laura Price (Days) Ext. 7221

Theresa Day (Nights) Ext. 7383

Facility Services Administrative Coordinator.

Denise Blackley Ext. 7145

Safety/Dispatch Office

Ext. 6005

Fire/Emergency/Ambulance

9-911

Direct Supervisor Phone Numbers:

Dave Anderson	7204	Bob Madden	7189
Bob Blackley	3566	Ed Mays 2235	6727
Deanna Brickner	5053	Lilla McIntosh	6727
Katie Deitch	3919	Toni Michael	7081
Bob Erb	7383	John Minich	2283
Renee Feather	7201	Dino Minoglio	3680
Sasha Frankford	2271	Stacy Portko	3918
Laura Gonzalez	2418	Kent Sheaffer	7155
Donna Herman	2549	Brad Statnick	3680
Gloria Hile	2650	Kitty Statnick	2215
		Lynda Tritt	2281

Student Name «Last_Name», «First_Name»
 Student ID «Student_ID»
 Assignment «Assignment»
 Supervisor «Supervisor»

Work Performance Evaluation

Student: «First_Name» «Last_Name»

Dates Worked _____ to _____
 mm/yy mm/yy

Assignment: «Assignment»

	Exceeds Expectations	Meets Expectations	Needs Improvement	Comments
Attendance – Comes to work as scheduled, on time, ready to work.				
Teamwork – Works well with others				
Willingness and Ability to Learn - Displays an ability to learn and to adapt to changing situations				
Attention to Detail – Performs with consistent accuracy and attention to detail				
Time Management – Reliably achieves required results within expected time periods				
Organization – Maintains a neat and orderly workspace, demonstrates a systematic approach in carrying out assignments				
Client Focus – Makes clients feel appreciated; their concerns were satisfied				
Appearance – Dresses appropriately, maintains a neat and clean appearance, wears closed toe shoes and wears ID badge/nametag when required				

Over-all Performance:

Recommended for rehire: Yes No (explain)

Evaluated by _____ Date _____

Student Signature _____ Date _____

Reviewed by _____ Date _____

I understand that this evaluation would be the basis of a future reference on my behalf. As such, I give Messiah University permission to share the content of this evaluation when providing an approved reference _____

I have read this 2020-2021 Academic Year Student Manual and understand the expectations in its contents

Printed Name _____

Signature _____

Date _____

Job Assignment _____