STERN CENTER STAFF HANDBOOK
2018-19
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THIS IS YOUR HOME

The Stern Student Center is the focus of campus life at College of Charleston, serving students, faculty, staff, alumni, and guests. As members of the Stern Center staff, you are part of the team that serves the campus community, focusing on customer service, fostering a welcoming environment, and delivering a range of programs, services and facilities.

The Role of the College Union, as developed by the Association of College Unions International, is provided for you in this handbook. While you are members of the Student Life staff, this is YOUR house – your place to learn, develop and cultivate relationships in your time at the College of Charleston.

The staff handbook contains information that you will need to effectively serve our campus community. Our goal is to provide you with the tools and resources you will need to succeed while working in the Stern Center and beyond.

We are a dynamic service-oriented facility. As the front-line staff of our organization, you should know and understand all of the information included in this handbook. However, this is just a resource; staff members should be adding knowledge as this is a living document.

Mission Statement

The Office of Student Life provides quality programs, services, and facilities to promote the development of all students while enriching and supporting the growth of the College of Charleston community.

Core Values

- Integrity
- Accountability
- Responsibility
- Communication
- Respect for Individual Differences
- Fun!

Purpose

The Stern Center is an integral part of the educational mission of the College.

- As the center of college community life, the student center complements the academic experience of our students through an extensive variety of cultural, educational, social, and recreational programs.
- These programs provide the opportunity to balance coursework and personal time as cooperative factors of education.

The Stern Center’s goal is the development of individuals as well as intellectuais.

- Traditionally considered the “hearthstone” or “living room” of the campus, today’s student center is the gathering place of the College.
- The Stern Student Center provides 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 interaction.

The Stern Center serves as a unifying force that honors each individual and values diversity.

- The Stern Student Center fosters a sense of community and strives to create a welcoming and inclusive environment for all members of the campus community and visitors.
Team Stern: Stern Center Staff
The basis for student employment is to assist in meeting the needs of the College, provide students with financial support in pursuit of their academic goals, and provide opportunities for academic or administrative job experience.

Student Learning Outcomes:
Through job-specific duties, interaction with staff and the campus community, continual trainings and other experiential opportunities, the Stern Center staff will:

- Develop interpersonal skills by building healthy relationships, working collaboratively with teammates, and communicating effectively
- Become more comfortable in conflict management, both within a team environment and in a customer service setting.
- Demonstrate a commitment to professionalism by following policies and procedures and articulating the ability to transfer each policy to a future career.
- Demonstrate an understanding of transferable skills provided in job duties from positions in Stern Center to after graduation.

All Stern Center student employees will:

- Provide a high level of customer service
- Provide a welcoming and inclusive environment
- Use human relations skills to interact with individuals from a variety of backgrounds and exhibit positive, helpful behavior
- Maintain focus in a high-energy environment

Position Descriptions
General Purpose
The Stern Student Center Staff Provides organizational support to the Stern Student Center (SSC) through various positions including the Information Desk, Game Room staffing, 4th Floor Information Desk and Operations Crew. Staff are cross-trained to provide maximum efficiency in all areas.

Building Manager:
- Provides operational support for Stern Student Center professional staff
- Responsible for opening and closing Stern Center
- Assists with setup and AV Support of meeting spaces
- Provides the professional staff with a regular status report on the condition of facilities and equipment within the SSC and assists with the maintenance and/or repair of equipment, as needed.
- Supports desk assistants and game room assistants in daily operations

Information Desk Assistant:
- Greets visitors and guests to the SSC, providing customer service for the campus community.
- Serves as a point of information for other on-campus offices and departments and is able to direct visitors to alternate locations, as required.
- Answers telephones, routes calls and takes messages as needed.
- Provides support for clients using facilities when needed.
- Collects information from student organizations and on-campus departments for distribution.
- May provide additional support for 4th floor Information Desk staff in their absence.
4th Floor Information Desk Assistant:
- Provides organizational support to the Office of Student Life and Stern Center.
- Greets visitors to the Student Life suite and provides support for Student Organizations during business hours (10am-4pm).
- Accepts items for inclusion in lobby display case and creates attractive and imaginative displays to assist with the promotion of programs, events and services.
- Checks out tables for student organizations and sells tickets to events, as needed.
- Assists in the operational day-to-day during high-traffic hours and events, including door opening requests and room setups.

Game Room Assistant:
- Provides support for the Game Room in the SSC.
- Coordinates gaming supplies and equipment to members of the College of Charleston community.
- Monitors use of the space and condition of equipment and supplies.
- Responsible for cleanliness of spaces during assigned work hours.

**EXPECTATIONS OF TEAM MEMBERS**

**APPEARANCE**
Staff members are expected to maintain proper grooming habits, ensure that their appearances reflect positively on the Stern Student Center and The College and limit wearing any item that may interfere with their jobs. **No hats or bandanas may be worn at any time during your shift. Head wraps must be neat.**

**Dress Code**
Staff are required to dress appropriately for work. All clothes must be in good condition, pressed, and washed frequently. Storage of uniforms onsite is permitted in assigned box in the Copy Center. **Gym shorts, leggings, yoga pants, spandex, and cutoffs (any cut-off jeans, sweatpants, etc) are unacceptable.**

*NOTE: If you need to change before or after your shift, please proceed to the restroom. Do NOT change in the Copy Center.*

**Uniform**
The Stern Student Center student staff uniform includes:
- Polo uniform shirt or other shirt provided (polo, t-shirt, jacket, etc)
  - Pants, shorts, or skirt: **Gym shorts, leggings, yoga pants, spandex, and cutoffs are unacceptable.**
    - Shorts and skirts should be **fingertip length.**
    - Supervisors and Building Managers maintain the right to send any employee home to change if inappropriate clothing is worn
- Nametag
  - Nametags are to be worn on polo shirt at chest level, opposite from embroidered work mark (College of Charleston- Stern Student Center).
- Closed-toed shoes: closed-toe shoes must be worn **at all times when on duty.**
ATTENDANCE

In order for the Stern Student Center to maintain its hours of operation and to deliver a high level of customer satisfaction, it is paramount that each individual assigned to work arrive at work when scheduled. Not showing up for a shift or being late for work creates an unexpected burden on fellow employees and supervisory staff. The result is that customer service suffers.

Employees should arrive at least 10 minutes prior to a shift. The only exception to this timeframe is a class ending prior to your shift that does not allow you to arrive early. In these cases, you must let your supervisor and the person working prior to you shift know at least 24 hours in advance that you are arriving from class. NO EXCEPTIONS. If you cannot arrive early for other reasons, you must contact your supervisor immediately to discuss.

You are expected to work every shift assigned to you.

In the event of an emergency, and you arrive late, you must call in prior to your shift and with reasonable notice to the Information Desk at 843.953.2291. During the work day, ask to speak with your supervisor. If he/she is unavailable, leave a detailed message with the Information Desk staff.

Staff Meetings

Staff meetings are MANDATORY. Dates and times are announced in advance for planning.

Fall 2018 Dates and Times:
Sunday, September 23 – 4pm
Sunday, October 28 – 4pm
Sunday, December 2 – 4pm

Spring 2018 Dates and Times:
Sunday, January 6 – 4pm (training meeting)
Sunday, February 10 – 4pm
Sunday, March 10 – 4pm
Sunday, April 14 – 4pm

Additional Team Meetings can be scheduled, either with a supervisor or among the team. These will include discussion, development and fun!

Substitutions/Trades

Assigned shifts are your responsibility. It is your responsibility to cover any shifts you cannot work with someone who is qualified in that work area.

Substitutions must be submitted through When to Work (https://whentowork.com/) at least 24 hours in advance of your shift, Monday-Friday. Substitutions must be planned in advance and approved by your supervisor. Failure to work an assigned shift and/or failure to obtain an approved substitute will result in disciplinary action. If you have an emergency and need a shift covered, contact your supervisor as well as submitting the trade on WhentoWork.

Trades may be worked even if not approved on WhentoWork in the event of last-minute trades or emergencies. ALL traded or covered shifts must be submitted on WhentoWork. If you need assistance, please let your supervisor know.
CONFIDENTIALITY
Please note that as an employee of the College of Charleston, all information contained in files and/or records or otherwise accessible by virtue of your employment by the College is presumed to be confidential. The unauthorized release or removal of such information, whether to parties internal to the College or external, is strictly prohibited and may lead to termination of employment on the first offense and may result in disciplinary action as a violation of the Code of Conduct. If in doubt about a request for information, it is the employee’s responsibility to discuss the request with their supervisor before a decision to release the information is made.

CONSUMPTION OF FOOD AND BEVERAGES
The consumption of meals at your work station is prohibited. You should schedule your meals during personal time before or after your assigned shift. You are permitted to have a covered (non-alcoholic) beverage at your work station. Small snacks (granola bars, small bagged snacks) are permitted.

In the event that you are scheduled to work more than four hours in one shift, you are permitted to take a 30 minute break. You must clock out at the beginning of your break and clock back in when you return to your station. Breaks must be scheduled to ensure that no station is left unattended at any time. If you are the only person working at your station, you must have another employee relieve you before leaving your work station.

CUSTOMER SERVICE
The staff is the first point of contact for visitors to the Stern Center. How you interact will result in how those individuals view the Stern Student Center and the College. It is expected that you maintain professional behavior and remain courteous, regardless of the situation. You are expected to play an integral role in maintaining a high level of customer satisfaction, for which the Stern Student Center should be known.

Students are expected to serve all students, faculty, staff, visitors and the general public in a professional, welcoming and courteous manner. Staff should offer as much assistance as possible, referring them to the proper person or department when needed, and use available resources to maximize customer service.

Greeting Guests: Greet all guests who enter your work area. Be aware of your surroundings at all times.

Providing Assistance: Assist guests in locating meetings and events occurring in the Stern Student Center. Provide directions to campus buildings and downtown attractions. Be familiar with all campus areas including buildings, streets and cross-streets.

DISCIPLINARY PROCEDURES
Disciplinary procedures are designed to address student employee performance that does not meet expectations and/or employee violation of policy. The goal is to provide feedback for student growth and development while maintaining employment and understanding responsibility and accountability of the workplace.

Disciplinary action shall be considered constructive action for the purpose of recovering unsatisfactory performance and should consist of the least severe action deemed necessary to accomplish this purpose. All instances are handled based in the individual situation. We reserve the right to bypass any levels identified below if deemed necessary.

STEPS IN DISCIPLINARY PROCESS
Staff Training is your first “notice”
All information concerning expectations is provided for you during training. You are responsible for understanding all policies and procedures as a member of the staff.
Initial Warning
You will receive ONE (1) initial warning by Supervisors and Building Managers before an official reprimand. This warning is to allow for additional understanding and education of any procedures and expectations. These warnings may be things such as but not limited to:
- Tardiness for shifts without proper communication
- Violation of the uniform code
- Violation of building procedures

Level One: Verbal Warning
The student employee will receive a verbal warning from their supervisor. The supervisor will explain departmental expectations and how the employee did not meet expectations. A letter will also be written outlining the expectations for immediate and sustained improvement and provided to the student employee. The student employee and supervisor should sign the letter and a copy given to the student and the original placed in the student’s file.

Level Two: Written Reprimand
The student employee will receive a written warning and meet individually with their supervisor. Review of expectations not met and additional expectations will be discussed. It will be discussed that immediate and sustained improvement are necessary in a given time period to ensure continued employment. The student employee and supervisor should sign the letter and a copy given to the student and the original placed in the student’s file.

Level Three: Termination
If the expectations outlined in the written reprimand are not met, the student may be dismissed from employment. The student will meet with the employer, if applicable, and a letter of termination outlining the reasons for termination will be placed in the student’s file.

Certain actions may result in immediate dismissal, including but not limited to:
- Submission of fraudulent hours on timesheet
- Destruction or theft of College of Charleston property, patrons or employees
- Threat or physical harm to others
- Reporting to work under the influence of alcohol or other drugs
- Gross misconduct
- Violations of the Student Code of Conduct

Termination
Termination by the Student: Students may terminate their employment with their on-campus employers at any time. Students are advised to give as much notice as possible, two weeks being customary, as well as communicate their intentions to their direct supervisor. It is understood that a student may need to terminate their employment immediately. Written notification should still be provided to their direct supervisor.

Termination by the Employer: Employers may terminate a student at any point during their employment with the office. Employers are advised to give as much notice as possible, two weeks being customary, and are encouraged to meet with the employee personally to discuss the action. Please be advised that employers have the right to terminate student’s employment immediately and without notice should the student breach office policy.
DIRECT DEPOSIT
This service is provided to all students throughout the duration of their employment with the College. Contracts are available through the Career Center’s web site at http://careercenter.cofc.edu/student-employment/studentemp-hirepacket.php.

Direct deposit agreements are binding contracts between the College of Charleston and the student employee and we may refuse the right of this service to any student at any time.

Students wishing to cancel this service must do so in writing by completing the Notification of Cancellation form available in the Career Center office as well as on the web at http://careercenter.cofc.edu/documents/noticeofcancellation.pdf.

EVALUATIONS
Student employees are required to submit a self-evaluation and will be evaluated each semester by their supervisor. Evaluations will address the employee’s ability to perform the duties outlined in job descriptions, discuss growth and development, and provide opportunities for additional feedback to supervisors. Rehire for future semesters will be dependent upon receiving positive evaluation.

Self-evaluations will be due one week prior to the dark period each semester and evaluations will be scheduled and completed before the end of the exam period.

GPA REQUIREMENT
The student employee is always a student FIRST. The Stern Center student employees are required to maintain a 2.0 Cumulative GPA. While employed, if the GPA falls below this level, the student will be placed under a probationary period of one semester to improve the GPA to or above a 2.0. Under this period the student will continue to work, but will be expected to reach that level upon their evaluation period at the end of the semester.

If this requirement is not met after the probationary period is complete, the student will be subject to possible termination.

GRIEVANCE AND MEDIATION PROCEDURES
The Career Center strives to provide the best possible opportunities for students. However, if you find that you are experiencing difficulties with your employer, please report this information to the Career Center immediately. Whether you want to discuss a grievance, need information or wish to take action against an employer, it is imperative that you work with our office to insure that the appropriate action is taken.

Before meeting with the Career Center, please compile a very detailed and specific list outlining the problem(s). All conversations and written documentation are kept confidential.

HIRE PAPERWORK
Student employees must submit all requested hire paperwork before working any shifts in the Stern Center. Students will not be allowed to work until hire paperwork has been approved by the Career Center.

HOMEWORK
When you are on duty, you are expected to devote your time to the Stern Student Center. There may be time in some work areas for limited homework, but only if it does not interfere with your work duties. You are expected to be attentive to customer needs and to be alert to your surroundings.
HOURS WORKED PER WEEK
Stern Student Center student employees will be scheduled to work an average of 10-15 hours per week. This schedule complements the student’s academic schedule and ensures that the work schedule will not conflict with academic progress.

If you find that you are having difficulty balancing both your academic and work responsibilities, please contact your supervisor. Support resources are available on campus and schedules may be modified to decrease work hours if needed to promote academic success.

HUMAN RESOURCES POLICIES
All applicable policies issued by Human Resources apply to student employees. A list of policies is available on the Human Resources website: http://hr.cofc.edu/policies/index.php

INJURIES & WORKER’S COMPENSATION
All on-campus student employees are eligible for worker’s compensation benefits during their period of employment should they become injured while performing a work related duty. If injured during your shift, please notify your supervisor IMMEDIATELY! If the injury occurs during the evening or weekend, please contact the supervisor on-call. All major injuries needing medical attention should contact Public Safety at 843-953-5611 FIRST and contact Mandi Bryson at 864-363-4555 immediately.

PAYCHECKS
Effective January 1, 2013, payroll direct deposit became mandatory for all College of Charleston employees. Because receiving a paper paycheck will no longer be an option, employees who have NOT provided the College of Charleston with a completed direct deposit form, will be mailed a CashPay® Visa Payroll Card. The CashPay® Visa Payroll Card is a prepaid debit card and your net pay will be deposited directly onto the card each pay date. Employees who do not provide the College with a direct deposit form will automatically be mailed a CashPay® Visa Payroll Card. For more information, please see the Career Center website at http://careercenter.cofc.edu/student-employment/boacard.php

All student employees who have a current employment contract on file with the Career Center will receive payment for their services. Pay days at the College are the middle and end of each month. Exact dates can be found on the CofC HR website: http://hr.cofc.edu/documents/time-leave.php

NOTE: Your FIRST check as a new employee will be a paper check. You will need to pick-up your check in the Payroll Office, first floor of Randolph Hall.

PERSONAL VISITORS
Personal visitors are prohibited while on duty. Visitors are not permitted behind the Information Desks or the Game Room desk and visitors may not assist you with your work duties. Only Stern Center Staff who are scheduled to work and are currently working a shift may be behind the Information Desk unless approved by a full-time staff member of the Office of Student Life.

RESTROOM BREAKS
Game Room: You must have another employee take your place in the game room before going to the restroom. Contact another employee working in the Stern Center to take your place. Do not leave your work station unattended.

Info Desk: Notify a supervisor, via radio, that you will be leaving the desk for a few minutes for any needed restroom breaks. (simply radio: I will be stepping away from the desk)
SCHEDULING

Schedules are created using the WhenToWork software. Staff are expected to check their WhenToWork messages and use their College of Charleston email for all work-related messaging.

Schedules will be published at least **TWO WEEKS** in advance once the semester begins (some schedules may be published for up to four weeks in advance). It is imperative that all preferences be set as soon as possible (see WhenToWork below).

**WhenToWork Software**

All staff members will receive login information for the WhenToWork software. Once setting up your profile, you will need to set your preferences for work schedules. You should include the following:

- Class schedule
- Meetings
- Outside obligations

*All preferences must be set by Wednesday, August 29 (Fall) and Wednesday, January 17 (Spring) for the 2018-19 academic year. These dates are after the drop-add deadline.*

It is your responsibility to keep your preferences up-to-date. If you are scheduled for a shift and are not able to work the shift, it is your responsibility to find a replacement due to scheduling conflict.

**TIME CLOCK/TIME SHEETS**

At the beginning and end of each shift, staff members are responsible for clocking **themselves** in and out. Do not ask another staff member to take care of this responsibility for you. The time clock is located in the Copy Center on the 4th floor of the Stern Student Center. Time Clock sheets are color coded and tagged to correspond with your schedule position during your shift (GAME ROOM, or FRONT DESK). Please make sure you clock in with the right timecard.

It is your responsibility to also maintain your time sheet. You must login to MyCharleston at end of each shift and record the hours worked. GOOD PRACTICE: log your hours on MyCharleston throughout the two-week time period.

You must submit your timesheet for approval at the end of each pay period, which will be printed on your time cards. A complete list of timesheet due dates and pay dates is available on the Human Resources website: [http://hr.cofc.edu/documents/time-leave.php#time](http://hr.cofc.edu/documents/time-leave.php#time).

NOTE: Timesheet due dates will be posted on WhentoWork. If you do not log your timesheet in MyCharleston for approval, you will not receive a paycheck and will need to request a paper timesheet from Payroll.

**USE OF PERSONAL ELECTRONIC DEVICES**

The use of personal handheld electronic devices while working is prohibited. Personal electronic devices **may not be used for personal phone calls, texting, web browsing, music, or for any other reason**. All personal electronic devices must be silenced at the beginning of your shift. *(The use of headphones while working is not permitted.)* If you need to make a personal call or have a situation that requires attention, please inform your supervisor upon arriving for your shift.

However, if you bring your laptop to work, the **ONLY** use permitted is school work *(See Homework)*. Social Media, Netflix, and other media streams for personal use are prohibited.
USE OF COLLEGE PROPERTY
College of Charleston property may be used for business purposes only. You are not permitted to use College property for personal use. College property includes all equipment, facilities, and other items located on property owned by the College of Charleston. You may use the Information Desk Computer and 4th floor computer as a resource.

BUILDING POLICIES AND PROCEDURES

ANIMALS/SERVICE ANIMALS
Animals, with the exception of guide dogs and service animals per the Americans with Disabilities Act, are NOT allowed in the building. There are no other exceptions.

Service Animals
In accordance with the Americans with Disabilities Act and the College of Charleston Policy 6.2.8: Service Assistance and Animal Policy, the following define service animals: “any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition, except that, consistent with the applicable federal regulations, a miniature horse may also qualify as a service animal.

Examples of work or tasks include, but not limited to:
- assisting individuals who are blind or have low vision with navigation and other tasks
- alerting individuals who are deaf or hard of hearing to the presence of people or sounds
- providing non-violent protection or rescue work, pulling a wheelchair
- assisting an individual during a seizure, alerting individuals to the presence of allergens
- retrieving items such as medicine or the telephone
- providing physical support and assistance with balance and stability to individuals with mobility disabilities
- helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors

The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition.

Two questions may be asked to inquire if the dog is a service animal: (by federal law)
1. Is this a service animal that is required because of a disability?
2. What work or tasks has the service animal been trained to perform?

BICYCLES, SKATEBOARDS, ROLLERBLADING, & SELF-BALANCING SCOOTERS (HOVERBOARDS)
Bicycles, skateboards, and rollerblading in the Stern Center are prohibited. Bicycles should be chained to bike racks available throughout campus. NO EXCEPTIONS.

BIKE SHARE PROGRAM
The Bike Share program was developed by a student-led team, with organizational and planning support from the Office of Sustainability and collaboration with the Office of Student Life and Stern Center. It's founded on the idea that bicycling can be a safe, healthy, sustainable, and fun way to get around campus and the City of Charleston. The role of the Stern Center Information Desk is to facilitate the day-to-day operations of the Bike Share. This involves monitoring the borrowing and returning of the bikes, helmets, and lights and informing the Office of Sustainability of any problems. Please refer to the Bike Share manual for additional information.
NOTE: ALL Bike Share users must:
- Have a current CofC ID
- Complete the Bike Share Safety Program
- Remain in good standing

In Spring, 2017, the Charleston Bike Share program was launched, also known as GOTCHA. These bikes are NOT part of the CofC Bike Share Program but we will be providing information on this program.

BUILDING OPENING/CLOSING
MAIN BUILDING & FRONT DESK
Opening
1. Call Public Safety: 843.953.5609
2. Walk to the Copy Center with the Public Safety Officer
   a. Clock in at time clock
   b. Pick up keys, radio, iPad, and nametag
   c. Make sure the Copy Center is unlocked for others who may be coming in after you.
   d. Check your box for any last-minute instructions
3. Before returning to the lobby, please make sure the lights on all artwork are on. If you do not have time, please be sure to let a staff member know when they arrive.
4. Return to the main lobby; Turn lights on (ALL switches on maroon wall in Lobby – both sides of the Information desk).
5. Turn on both digital signs (on the wall and on the desk)
6. Unlock front doors once the building is set.
7. **Building must be open by posted opening time.** Arrange onsite and call Public Safety 10 – 15 minutes before posted opening time to ensure building is open on time.

Closing Procedure
1. Call Public Safety: 843.953.5609 10 to 15 minutes before posted closing time
2. One staff member should remain seated at the Information Desk
3. The second staff member should walk through the entire building, checking every room to ensure that all guests have left the building and that every door is locked. Check all meeting rooms, offices, restrooms, storage rooms, and stairwells. This includes the third-floor Student Affairs suite, SGA and CAB offices.
4. Make sure all lobby areas, lounge spaces and meeting spaces are NEAT and STRAIGHTENED
5. Lock the lobby doors once it has been determined that all guests have vacated the building.
6. Walk to the Copy Center with the Public Safety Officer
   a. Submit checklist through iPad (Managers or closing staff)
   b. Clock out at time clock
   c. Place key ring in designated drawer
   d. Place radios and iPad on charger
   e. Place nametag in your mailbox
7. Turn lights off (ALL switches on maroon wall in Lobby)

**NOTE: If Public Safety has not arrived after full walk-through of the building, secure the building and call Public Safety to let them know you are leaving the building and it has been locked.**
**GAME ROOM**

**Opening Procedure**
1. Clock-in and pick-up a radio and keys from the Copy Center.
2. Open Game Rooms.
3. Walk through the room checking for:
   a. Trash
   b. Controllers are charging and in place
   c. Consoles are turned off
   d. Chairs are in place
   e. Games are in correct cases
   f. Billiard and darts equipment are accounted for
4. Situate yourself in the desk. Be sure you can see the hallway.
5. Always ask students to swipe in with their ID.
6. Video games require student IDs to be left in the cases while games are checked out.
   a. NOTE: ID Reader information is in the Game Room Binder

**Closing Procedure**
1. Announce closing 10 minutes before
2. Walk through the room checking for:
   a. Trash
   b. Controllers are in place
   c. Consoles and televisions are turned off
   d. Chairs are in place
   e. Games are in the cases
   f. Billiard and darts equipment is accounted for and returned.
   g. Turn in any items left in the Game Room to the Information Desk.
3. Before leaving make sure that both main doors are locked

**BUILDING WALK-THROUGHS**
Building walk-throughs will be conducted every hour using the form on the IPad. Staff should indicate any issues with the building and initial their walk-through times.

- Note the status of doors throughout the building.
- Check whether rooms are locked, unlocked, or occupied. Rooms should be locked when meetings are not scheduled, regardless of when the next meeting is scheduled to begin.
- Check on the activities of the people occupying the rooms and the activities of people in the common areas.
- Check to see that individuals or groups are not using the meeting spaces without a reservation.
- Check for unsafe conditions throughout building including spills, furniture blocking stairways and other hazards.
- Check restrooms for cleanliness and to ensure that they are working properly.
- Lock all rooms not currently in use.

**DOOR OPEN REQUESTS**
Staff regulate the use of the meeting spaces; all groups using meeting spaces must have a reservation. Upon the arrival of a group:
1. Verify the individual’s reservation utilizing the Reservation Calendar. This information is located in three places:
   a. Weekly schedule on the front desk
b. Daily schedule at the front desk

c. Under Facility Reservations on the Stern Student Center webpage: http://sterncenter.cofc.edu/

2. Have the guest check in – student employee initials the daily schedule sheet
3. Escort the guest to the meeting room.
4. Unlock the meeting room door.
5. Inspect the room and note the condition of the room. If there are any concerns, note and email your supervisor immediately.
6. Verify that the room setup is satisfactory to the group leader.

At the end of a reservation time:
    Walk to the meeting room at the reservation end time.
1. Ensure that the group has vacated the room.
2. Check the room for damages and note the condition on the Meeting Room Inspection Form.
3. Take any lost items to the Information Desk and follow Lost and Found procedures.

If you locate a security or facility problem at any time, contact your supervisor. You will also need to contact Public Safety or Physical Plant, if necessary or instructed by your supervisor.

KEYS
Keys play an important role in ensuring the safety and security of the rooms within the Stern Student Center. You must ensure that you keep any College issued keys with you throughout your shift.

Keys should be transferred to the person working after you at your assigned location or returned to the Copy Center at the end of the day. If you find any keys missing or damaged at any time, please contact your supervisor immediately. Keys remain at the Information Desk during the day when not in use.

You will be responsible for the cost associated with replacement if any keys for which you are responsible are lost or stolen during your shift. The replacement cost will be determined by the Office of Student Life and you will be billed.

LOCKER RENTALS
The Stern Student Center has locker space located in the Cougar Canteen on the second floor for current students to reserve on a semester-by-semester or daily basis. Lockers must be renewed every semester.

To reserve a locker:
- Must be currently enrolled
- Provide a Cougar Card
- Fill out a Locker Agreement form
- Pay the $20 semester fee (cash and check only at this time)
- Lockers are available for rent for the day for $2

Steps for checking out locker:
1. Have student identify locker number that is available.
2. Fill out form and receive payment. Must have BOTH to reserve the locker.
3. They may use their own lock or purchase a lock from us. Locks are $5.
4. Place cash or check and form in the money envelope in first cabinet.
5. Email Mandi Bryson to alert her of new rental.
**LOST AND FOUND**

Items are left in the Stern Center meeting spaces and general spaces over the course of the day. Many times, the person will return to the Stern Center to retrieve these items.

- If the item has any identification (driver’s license, Cougar Card, ATM card, etc), you may attempt to email the student, faculty or staff member.

The following items will be kept until the end of the business day (5pm) at the Stern Center Information Desk. At 5pm, they will be sent to Public Safety. If items are found after 5pm, they will be kept until end of business the following day:
  - Driver’s License
  - Cougar Card
  - Any other government issued ID’s
  - Laptops or other electronics
  - Cell phones

Other items found will be kept for one full week before discarded. Lost and found will be emptied every WEDNESDAY.

**FILLING OUT LOST AND FOUND INFORMATION:**

When an item is brought to lost and found, be sure to fill out the ENTIRE lost and found log. This will allow us to track our items as well as keep a running log for those who are working the desk.

**RADIOS**

Radios play an important role in communication between staff. Staff will follow a few basic rules in handling and operating radios.

**Radios are located in the following areas:**

- 1st Floor Information Desk
- Game Room
- 4th Floor Information Desk
- Christine Workman, Director of Student Life
- Mandi Bryson, Associate Director for Events & Operations
- Chris Bond, Assistant Director for Facilities & Operations

**General Guidelines**

- Radios are not a secure, one-on-one form of communication.
- All communication must be made in a professional manner.
- Volume must be kept at an audible level on radios at all times.
- Always use Channel 1.
- Do not drop or throw radios.
- **Turn radio off** at the end of the day and place radio securely on charger in Copy Center. A red light will activate if you position the radio in the proper location.
- If your radio emits a chirping sound, the battery is low. Take the radio to the Copy Center- turn it OFF, place on charger, and pick up another radio.

**Radio Usage**

- To call someone or a location:
• Press the button on the left hand side of the radio. Hold the button down for two seconds before speaking.
• Speak in a clear voice at a normal volume to relay your message.
• Say the person’s name or location first, followed by your message.
• Release the button.
• Remember to keep your transmissions as concise and clear as possible.

Example:
“Front desk to Mandi” – wait for response
“This is Mandi, go ahead”
“Is there a meeting in the ballroom at two o’clock?”
“No, the meeting was rescheduled for four o’clock.”
“Copy thank you”

ROOM SETUP
All Stern Center employees are responsible for ensuring meeting rooms and lounges are setup in an organized and orderly manner prior to the start of each event. While on duty, staff are responsible for straightening furniture, picking up trash, and reporting Custodial needs. With your assistance, the facility will be maintained in pristine condition for every customer.

Student employees, as part of the Operations Team, will assist with meeting room setups throughout the week. These shifts will be indicated as Setup Crew on the schedule and you will receive additional training from your supervisor if you are scheduled to assist with room setups. Diagrams for customized setups will be provided by your supervisor on the iPad or in your box.

SECURITY
The security of the Stern Student Center, its furnishings, equipment, and guests are the responsibility of all Stern Student Center staff. During shifts when two staff members are assigned in the building (Information Desk and Fourth Floor Desk) hourly rounds will be conducted throughout the building.

TICKET SALES
Ticket sales may place at the Information Desk. When tickets go on sale for an event, Student Life staff will provide specific information related to the event. This will include the daily time frame for ticket sales, ticket prices, per person ticket limits, acceptable currency, and requirements for ticket purchases.

It is necessary to ensure that all sales are accurate and that all tickets and money remain secure at all times. You will be provided with training on how to sell tickets and how to complete the Ticket Sales Reconciliation Sheet. This form must be completed at the end of your shift and placed in LaVerne Cordes’s box.

RECOGNITION
Stern Center Team Players – “Shout Outs!”
We all like to know when we are extending the highest level of customer services to our customers. From them, we may hear “Thanks!” or “I appreciate your help”. It is always nice to get feedback on your performance.
Now, you have a chance to formally recognize your peers for helping out – or trading a shift! They may have helped you finish a large set-up in the Stern Center Ballroom at the end of their shift instead of leaving right away. The possibilities are endless!

Simply fill out a “Shout Out” and post it on the bulletin board in the Copy Center. Shout Outs will be read at the Monthly Staff Meetings!
Each month a student employee will be recognized for outstanding service. The employee chosen will be selected based on the feedback received from Stern Center guests, student staff members, and professional staff members and recognized at the monthly staff meeting.

**Stern Star Award**
At the end of each semester, a student, or students, will be awarded the Stern Student Center Star Award and recognized at an end of the semester celebration. Stern Stars will be chosen from all employees that work at the Stern Student Center with the feedback received from guests, student staff members, and professional staff members.

At the end of each year, one student will be selected as the Student Employee of the Year. This student will be presented with a plaque and have his/her name included on the Student Employee of the Year perpetual award that will be displayed in the Stern Student Center. In addition, the student chosen will be nominated for the College of Charleston Student Employee of the Year award.

**PROFESSIONAL DEVELOPMENT**
Throughout the year, professional development will be provided, both during staff meetings as well as through on-you-own opportunities and resources. Have ideas? WE WANT YOUR FEEDBACK!

Some examples include:
- Resume building and writing cover letters
- Transferable Skills from here to the real world
- Communication and leadership
- Conflict Resolution
- Diversity & Inclusion

**Campus Committees**
Did you know that students serve on campus committees? If you see something you are interested in, just ask and we will help guide you in the right direction! Some of these include but are not limited to:

- Office of Institutional Diversity
- Sustainability
- Honor Board
- Student Affairs special committees

Please watch your email for additional information.

**Associations of College Unions International (ACUI)**
Founded in 1914, ACUI is a nonprofit educational organization that brings together college union and student activities professionals from hundreds of schools in seven countries. Its members work on urban and rural campuses, in two-year and four-year institutions, and at large and small schools. They are students and administrators whose mission is to build campus community. ACUI enriches them all through education, advocacy, and the delivery of services.

Students can be involved with ACUI through various volunteer and conference opportunities. The 2018 Region III conference will be held at East Carolina University on November 9-11. If you are interested in attending or presenting at this conference, please notify your supervisor by September 1, 2018. To learn more about ACUI and the Region III conference, check out the website at [http://www.acui.org/region/iii/](http://www.acui.org/region/iii/).
EMERGENCY ACTION PLAN (EAP)

The Stern Center is a well-known location on-campus. At times, it may be used as an emergency location but also a safe place for anyone needing assistance.

QUICK REFERENCE PHONE NUMBERS

Public Safety
Emergencies: 843.953.5611
Non-Emergencies: 843.953.5609

Physical Plant- 843.953.5550
Website: emergency.cofc.edu (for campus-wide emergencies)
Mandi’s Cell: 864-363-4555
Chris’s Cell: 912-704-1276

MEDIA INQUIRIES
Do not attempt to answer media questions about campus emergencies, either in person or by phone. If you are contacted by a news reporter, refer them to the nearest Public Safety officer for information or ask them to call the Office of Media Relations at 843-953-5667.

CRIMINAL ACTIVITY: REPORT TO PUBLIC SAFETY – 843-953-5611
Call 3-5611 (from the front desk) or 843-953-5611 if you observe a crime in progress or behavior that you suspect is criminal. Do not approach or attempt to apprehend person(s) involved. Report information, including:

- What the person is doing
- Location
- Physical and clothing description
- Weapons or tools
- Vehicle description, license number (if applicable)
- Direction of travel when last seen
- Stay on the phone with the police dispatcher until instructed otherwise

If you believe you are in IMMEDIATE danger, press the panic button under the front desk to alert Public Safety.

INJURIES, ACCIDENTS, AND MEDICAL EMERGENCIES
Injuries are an inevitable part of managing a facility. Though usually not serious in nature, there is the possibility, so preparation for a serious injury incident is very important. The following procedure is to be used when a person has an accident / injury.

- Stop all activity around the injured person so as to prevent further injury.
- Assess the situation. If the injury appears life threatening, call or send someone to call Public Safety (3-5611 from the front desk or 843-953-5611). Be prepared to report:
  - Victim’s location
  - Is the victim conscious? Breathing? Bleeding?
  - Victim’s injuries
  - Chemicals or other materials involved?
  - Do not move the injured person(s) unless they are in immediate danger, (fire, etc.).
  - Do not attempt to treat the injury unless it is necessary to ensure the health and well-being of the injured person(s), AND YOU HAVE RECEIVED THE PROPER MEDICAL TRAINING, (severe bleeding, etc.)
being sure to protect yourself from a possible exposure to Bloodborne Pathogens through the use of
personal protective equipment (latex gloves, etc.).

- If alcohol poisoning is suspected, keep the person awake and talking.

Stern Center staff should complete an injury/accident report and submit to their supervisor.

Additional Medical & Injury Information

Cardiac Arrest/Heart Attack

- Call or instruct someone to call Public Safety/EMS at 843-953-5611
- Assess the scene for danger
- Check the victim for breathing and pulse
- Locate an Automated External Defibrillator (AED) – located on 2nd floor
- Perform CPR if trained

Burns

- Call Public Safety/EMS at 843-953-5611
- Remove the cause of the burn
- Flush the area with water
- Do not apply a dressing or creams or lotions

Bleeding

- Call Public Safety/EMS at 843-953-5611
- First-Aid kits are located at the Information Desk, Copy Center and Game Room
- PUT ON GLOVES FIRST
- Apply firm but gentle pressure to the wound with a clean cloth or tissue
- Immobilize the body part if large wound. Elevate if possible.
- Keep person lying down

FIRE DRILLS

Fire drills will be rare but will be planned in advance, most likely during the work day. You will be aware of a drill but not of the actual time and date. Stern Center staff will be responsible for insuring all occupants evacuate the building. Occupants should be directed to the nearest exits using stairwells, not an elevator. When the alarm starts:

- Professional staff will clear the 4th and 3rd and 2nd floor
- IF the Game Room is open, Game Room Assistant will clear the Game Room
- Desk Assistant will clear the lobby and assist in directing building occupants to areas outside
- Staff should take the radio and keys with them when exiting the building
- Once the Fire Marshall has cleared the building, an “All-Clear” will be sent over the radio allowing occupants to re-enter the building

All Stern Student Center staff who assisted in clearing the building will meet at the information desk to debrief.

FIRE

- If fire or smoke is detected – GET OUT OF THE BUILDING!
- Pull the closest fire alarm
- Call Public Safety. Provide the following information
- Building: Stern Student Center
- Location of fire or smoke (use room number or nearest room)
- Use protocols above to evacuate the building. Do not use elevators. Walk, do not run, to the nearest stairway and proceed to ground level.
• If you encounter smoke, stay low. Crawl if necessary.
• Continue the evacuation if the alarm sound stops, and warn others who may attempt to enter the building.
• Move to a safe location and leave clear access for emergency personnel. Do not return to the building until receiving the “ALL CLEAR” from a supervisor or emergency personnel.
• Someone familiar with the situation and who knows the area involved should meet the fire department. Immediately inform them if someone may be inside the building.

If it is a small contained fire that can be extinguished using a fire extinguisher you may attempt to extinguish it after calling Public Safety or having someone else call Public Safety. Floor diagrams identifying fire extinguisher locations can be found at the end of this document.

If clothing is on fire:
• Stop, drop, and roll. Do not run.
• Smother flames by wrapping in a blanket, rug, coat, etc.

NATURAL EMERGENCIES
SEVERE WEATHER
Downtown Charleston and our area is prone to Severe Weather, most commonly Severe Thunderstorms and Flooding. At times, the Stern Center becomes a safe haven for the campus community during severe weather.

Thunderstorms produce heavy rain, lightning and thunder. Lightning can strike from as much as 5-10 miles from the center of the storm. Rain can produce flash flooding quickly in city streets.

A Severe Thunderstorm by definition is a thunderstorm that produces one inch hail or larger in diameter and/or winds equal or exceed 58 miles an hour. The National Weather Service will issue watches and warnings as need to our area. A WATCH means conditions are favorable for a severe thunderstorm. A WARNING means severe weather is imminent or in the area. MONITOR SEVERE WEATHER using all resources. Any weather impacting the College of Charleston operations will be broadcast through Cougar Alert and on the website emergency.cofc.edu.

FLOODING – STERN CENTER LOBBY
Stern Center Lobby flooding can occur due to major rainstorms (George Street side). When major rain is predicted, staff prepare with sand bags to minimize flooding. However, if this occurs:
Radio Chris or Mandi to indicate water is coming into the building (during normal business hours)
Put out “Wet Floor” signs.
Move the wordmark mats to a dry area
Use the squeegees to get as much water out of the building as possible
Once the water has been removed, use fans to assist in drying the floor.
Ask custodial to mop the floor or get mop from custodial closet on first floor. Mopping will help in drying the tile.

TORNADOS
It is extremely rare for a tornado to occur in a city area. However, if the campus were to receive a Tornado Warning, staff will assist in moving occupants to shelter areas. Shelter areas are any area in the building without windows including restrooms, hallways and offices.
EARTHQUAKE
During a major earthquake, you may experience shaking that starts out gentle, but quickly grows violent and knocks you off your feet or you may be jarred by a violent jolt (as though a building was hit by a truck), feel shaking, and have difficulty moving about.

During the Quake
- Indoors – get under a desk or table or stand against an interior wall or corner. Stay clear of windows, bookcases, mirrors, and fireplaces.
- Outside – stay in an open area away from trees, buildings, walls, and power lines.
- Crowded public place – do not rush to doors. Move away from objects that could fall.

After the Quake
- Check for injuries. Implement Medical Emergency procedures. If possible, help people who are trapped.
- If possible, extinguish open flames or ignition sources. Do not use elevator.
- Use phone only to report serious injury, fire, or gas leak. If phone is not operating, send someone to find a Public Safety officer, Fire & Life Safety or Charleston Police or Fire Department.
- Do not touch downed power lines or damaged building equipment.
- Attempt to block off damaged areas until help can arrive.
- If your building is damaged, evacuate and attempt to secure building against re-entry.
- If you have a radio or cellular phone (and batteries and chargers), take with you.
- Turn on a battery-powered radio for damage information.
- Be prepared for aftershocks (usually smaller than the main quake, but may cause additional damage to weakened structures).

HURRICANE AND TROPICAL STORM PREPAREDNESS
In an effort to protect the health and safety of all students, staff, faculty, and guests who utilize facilities operated by the Office of Student Life, the following preparations and actions will be implemented in the event that a hurricane or tropical storm threatens the College of Charleston campus.

Your role during preparedness for a storm is crucial in securing our building and reopening. However, your safety comes FIRST. If a mandatory evacuation is ordered, you will be ordered to evacuate with any plan in place.

Note: The Office of Student Life operates the Stern Student Center, Rivers Green, and Cougar Mall. The Office of Student Life will comply with all directions provided by the College’s Emergency Operations Team. The decision to close Student Life facilities due to an approaching hurricane or tropical storm will be made in consultation with the Emergency Operations Team.

Operational Readiness
When the decision is made to close Student Life facilities, staff will make the following preparations prior to departure:
- Associate Director for Events & Operations will notify staff and building occupants of timeline for closure of Student Life facilities. Communication will be provided in all available formats: email, phone, text, website updates.
- Staff will be instructed to secure all office equipment in their work area to include:
- Moving electronic equipment away from exterior windows into interior offices
- Unplugging all electronic equipment and storing it in a secure location off of floors
- Closing all window shades.
- Locking and closing all doors and windows
- Assistant Director for Facilities & Operations will serve as liaison to Physical Plant, will assist in securing all outdoor furniture, and ensure that Student Life facilities are secure prior to closing.
- Staff will be instructed to provide their emergency travel plans to their supervisor including a contact phone number and their departure date. Supervisors will be asked to provide this information to the Associate Director for Events & Operations prior to departure.

Emergency Recovery Efforts
When the decision is made to reopen Student Life facilities, staff will take the following steps:
- Associate Director for Events & Operations will notify supervisors of decision to reopen Student Life facilities. Supervisors will be asked to contact their employees and provide them direction about returning to work.
- Upon arrival back to Student Life facilities, staff will inspect their work area for damages and report all emergencies and damages to Public Safety and the Associate Director for Events & Operations.
- Staff will resume normal operation of facilities as soon as possible.
- Stern Center student staff will not be called to work until given the all-clear to return to campus.

THREAT EMERGENCIES
If at any time you are unsure, call your supervisor!

BOMB THREAT
Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Remain calm.

Signs of a suspicious package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange noises
- Unexpected – is not delivered by a certified delivery service (USPS, UPS, FedEx, DHL, Campus Mail Services, etc.)

If you see a suspicious package:
1. Do not touch or disturb the object or package.
2. Evacuate the immediate area – NOT THE ENTIRE BUILDING
3. Call Public Safety at 843-953-5611.
4. Notify your supervisor immediately. If it is after hours or on the weekend, notify the individual on-call.

DO NOT:
- Touch or move a suspicious package
- Use two-way radios or cellular phones—radio signals have the potential to detonate a bomb
- Evacuate the building until police arrive and evaluate the threat
- Activate the fire alarm

If a bomb threat is received by phone:
- Remain calm. Take note of the caller's voice and background sounds.
- If the phone number is on the phone display, copy it down with any name or letters.
- Try to obtain the most crucial information from the caller—detonation time, location, and appearance of the bomb.
- Don't hang up. Have someone call Public Safety from another phone. If you cannot get in touch with anyone else, call Public Safety from your cell phone and have them listen to the phone call.
If a bomb threat is received by note:

- Call Public Safety immediately.
- Do not handle the note.

ACTIVE SHOOTER – SHELTER-IN-PLACE GUIDANCE

Public Safety has resources on their website for active shooter scenarios. Review these as a resource. 
http://publicsafety.cofc.edu/staying-safe/active-shooter/index.php

This video was released in 2017: https://youtu.be/CxGx7UIw6zE

If you find yourself involved in the very rare event of an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

If an active shooter is outside your building:

- Go to a room that can be locked, close and lock all the windows and doors
- Turn off all the lights
- If possible, get everyone down on the floor and ensure that no one is visible from outside the room
- Call Public Safety (843-953-5611) and inform the dispatcher of your location
- Remain in place until the police or a campus administrator known to you gives the “all clear
- Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify that they are being issued by an official.
- DO NOT leave the room if the fire alarm is activated unless you can see smoke and flames and judge the fire to be a greater risk than the shooter.

If an active shooter is in the same building you are:

- Determine if the room you are in can be locked and if so, follow the same procedures described above.
  If your room cannot be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building.
- If you decide to move from your current location, be sure to follow the instructions outlined below.

If an active shooter enters the room you are in

- Try to remain calm.
- Dial 9-1-1 from your cell phone, if possible, and alert police to the shooter’s location
- If you cannot speak, leave the line open so the dispatcher can listen to what’s taking place.
- If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter.
- Attempting to overpower the shooter with force should be considered a last resort.

IF YOU DECIDE TO LEAVE THE BUILDING

- No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind.
- Do not attempt to carry anything while fleeing and leave coats and jackets behind so the police can easily see you are not armed
- Move quickly, keep your hands visible – hands up is the best way to leave
- Follow the instructions of any police officers you may encounter
- Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible
- Do not try to drive off campus until advised it is safe to do so by police or campus administrators.
STERN STUDENT CENTER LOCKER RENTALS

The Stern Student Center has locker space located in the Cougar Canteen on the second floor for current students to reserve on a semester-by-semester or daily basis. To reserve a locker please stop by the Stern Center Information Desk to fill out a Locker Rental Form.

Who Can Reserve a Locker?
You must be a currently enrolled student to reserve a locker in the Stern Center. Students will be required to provide their Cougar Card and student ID number for verification.

Locker Fees
The following are fees associated with locker rentals:

$20 for the semester
$2 for the day
$5 for a lock

At this time, we will only be accepting cash for payment.

Reserving Lockers
Semester locker rentals will be available beginning the first day of the semester and will conclude the end of finals.

Students requesting a locker must check-in with the Stern Center Information Desk to fill out a reservation form.

All individuals reserving a locker must show their Cougar Card.

Semester rentals can be reserved at any time throughout the semester; however, semester rates will not be pro-rated.

You may provide your own lock or locks may be purchased from the Stern Center Information Desk. Locks may be purchased for $5. If you purchase a lock, you are responsible for the lock and key for the semester. Locks may also be rented for the day for $1 if locks are available. They must be returned at the end of the day.

All lockers must be vacated by the end of the last day of finals of each semester. Students who do not remove their lock will have their lock cut and discarded and their personal items removed. Items not claimed within 10 days will be discarded.

The Stern Student Center, its staff and the College of Charleston are not responsible for damaged or stolen items. Please remember to lock your locker!

The following items are not permitted in lockers at any time per College of Charleston campus policies:

- Illegal drugs or drug paraphernalia
- Alcohol
- Weapons of any kind including but not limited to firearms and ammunition
- Tobacco
- Pets
- Chemicals
- Perishable food items over a long period of time
- Fireworks
- Illegal Substances

**End of Semester Responsibilities**

It is the responsibility of all individuals who have reserved a locker for the semester to stop by the Stern Center Information Desk to check-out of their locker on or before the last day of finals to request a locker inspection. All materials must be removed and the reserved locker should be cleaned before an inspection will take place.

If a reserved locker is left in an unsatisfactory condition, if there is untimely removal of items, if there is damage to the locker, or if a student does not request a locker inspection and leaves a locker in an abandoned state, additional charges may be applied and the student may lose future locker privileges.
HOW TO RESERVE STUDENT LIFE FACILITIES
ALL QUESTIONS REGARDING RESERVATIONS SHOULD BE DIRECTED TO:
studlifereservations@cofc.edu

The Office of Student Life is responsible for room/space reservations for the following facilities on-campus:

- Theodore S. Stern Student Center
- Stern Center Gardens
- RITA 101 for non-academic events
- Cougar Mall (non-amplified sound)
- Rivers Green (limited events; non-amplified sound)

This process is also required to table in any of the above areas or reserve a table for tabling purposes (student organizations)!

Reserving meeting/event space is easy! Here’s all you need to do:

1. CHECK FOR AVAILABILITY
   b. Click on Reservation Calendar

2. If the space/venue desired is available on the date needed, return to the Facility Reservations page.

3. Click on the appropriate Reservation Form (student organization or Faculty/Staff)

4. Complete all of the fields included on the form and click the Submit button at the bottom of the page to send your request to Student Life Reservations. Please note that reservations must be received at least five (5) business days in advance of the date requested and that requests are not processed on weekends. Events requiring extensive set-up must be submitted at least 10 business days prior to the proposed event.

5. An electronic confirmation for the reservation will be returned if the venue is available on the date requested.

TABLING REQUEST FORM FOR STUDENT ORGANIZATIONS
The tabling request form must be submitted for student organizations to table. This is REQUIRED for all tabling events in spaces on-campus. NOTE: The Office of Student Life does not provide tables for off-campus tabling.
BUILDING DIRECTORY

FIRST FLOOR
Information Desk
Food Court
ATMs (Wells Fargo and Bank of America)
Email Kiosks
Restrooms- ADA Accessible

SECOND FLOOR
Meeting Room 201
Game Room
Meeting Room 205
All-Gender Restroom (across from Room 206)
Theatre Room 206
Cistern Yard Media Offices 207 & 209
Food Pantry 210 (opening in September)
Public Safety Substation
Restrooms

THIRD FLOOR
Student Affairs Office
  Executive Vice President for Student Affairs
  Dean of Students
  Honor Board
Conference Room 321 & 322
Restrooms- ADA Accessible

FOURTH FLOOR
Student Government Association, Room 401
Copy Center, Room 404

Office of Student Life
  Whitney Brown, Room 405
  Jill Caldwell, Room 407
  Mandi Bryson, Room 410
  Chris Bond, Room 412
  Christine Workman, Room 413
Conference Room 408
Meeting Room 409
Cougar Activities Board, Room 411
Ballroom, Room 416
Restrooms
STAFF DIRECTORY – STERN CENTER
Office of Student Life - Information Desk 843.953.2291
Christine Workman, Director of Student Life
    Room 413, 843.953.5312
Mandi Bryson, Associate Director for Events & Operations
    Room 410, 843.953.8113
Jill Caldwell, Associate Director for Student Organizations, Programming & Events
    Room 407, 843.953.8122
Chris Bond, Assistant Director for Facilities & Operations
    Room 412, 843.953.8280
Whitney Brown, Assistant Director for Programming & Student Media
    Room 405, 843.953.1045
LaVerne Cordes, Business Manager
    Room 406, 843.953.5959

Office of Student Affairs - Stern Student Center, 3rd Floor, 843.953.5522
• Dr. Alicia Caudill, Executive Vice President for Student Affairs
• Dr. Jeri Cabot, Dean of Students, Associate Vice President for Student Affairs
• Michael Duncan, Associate Vice President for Student Involvement
• Michael Antoine, Office Manager
• Dr. David Aurich, Associate Dean of Students
• Alison Berk, Coordinator for Prevention Education & Student Conduct
• Marnette Bowen, Technology Coordinator
• Ashley Daniels, Assistant Dean of Students
• Susan Hartman, Executive Assistant to Executive Vice President

Food Court - Stern Student Center, 1st Floor, 843.953.5576
    Erin McDonald, Manager
Student Government Association - Stern Student Center, Room 401
Cougar Activities Board - Stern Student Center, Room 411
Cistern Yard Media – Stern Student Center, Room 207 & 209
## WHO’S WHO IN THE STERN CENTER

<table>
<thead>
<tr>
<th>Mike Antoine</th>
<th>David Aurich</th>
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<tbody>
<tr>
<td>Office Manager</td>
<td>Associate Dean of Students</td>
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<tr>
<th>Alison Berk</th>
<th>Chris Bond</th>
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<tr>
<td>Prevention Education Coordinator</td>
<td>Assistant Director of Facilities &amp; Operations</td>
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<td>Technology Coordinator</td>
<td>Assistant Director for Programming &amp; Student Media</td>
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<tr>
<td>Mandi Bryson</td>
<td>Jeri Cabot</td>
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<tr>
<td>Associate Director of Events &amp; Operations</td>
<td>Associate Vice President for Student Affairs and Dean of Students</td>
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<tr>
<td>Jill Caldwell</td>
<td>Alicia Caudill</td>
</tr>
<tr>
<td>Associate Director for Student Organizations, Programming &amp; Events</td>
<td>Executive Vice President for Student Affairs</td>
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<tr>
<td>LaVerne Cordes</td>
<td>Ashley Daniels</td>
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<td>Business Manager for Student Life</td>
<td>Assistant Dean of Students</td>
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<tr>
<td>Michael Duncan</td>
<td>Susan Hartman</td>
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<tr>
<td>Associate Vice President for Student Involvement</td>
<td>Executive Assistant to EVP</td>
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<thead>
<tr>
<th>Erin McDonald</th>
<th>Christine Workman</th>
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<tr>
<td>Stern Food Court Manager</td>
<td>Director of Student Life &amp; Stern Student Center</td>
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