

COLLEGE *of* CHARLESTON

STERN STUDENT CENTER



2016-2017
Student Staff Handbook

Student Staff Handbook 2015 – 2016

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Introduction

The Stern Student Center is the epicenter of campus life at College of Charleston, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union or student center is an organization offering a variety of programs, activities, services, and facilities that, when linked together, represent a thoughtful and purposeful plan for the community life of the institution.

This handbook contains an overview of the information that you will need to effectively do your job, whatever your position may be within the Stern Student Center. Your supervisors have created a strong program which employs approximately 20 students in the Stern Student Center. Our goal is to provide you with the tools and resources you will need to succeed.

We are a dynamic service-oriented facility and as the front-line staff of our organization you should know and understand all of the information included in this handbook. If you have questions about this information, please contact your supervisor.

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 intellectuals.**
 - 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.

Student Employment

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. The job duties and responsibilities of student employees vary greatly, and may or may not be related to their field of study. Specific information related to on-campus employment is available on the Career Center website at <http://careercenter.cofc.edu/students/part-time/oncampusparttime.php>.

A. Job Description

Information Desk and Game Room attendants will be responsible for the following:

- Answering telephone(s);
- Routing calls to appropriate individuals and taking messages as needed;
- Greeting visitors and guests to the Stern Student Center (SSC);
- Providing information and direction to offices and services within the facility;
- Serving as a point of information for other on-campus offices and departments;
- Directing visitors to alternate locations as required;
- Collecting items/materials from student organizations and departmental representatives for inclusion in the lobby display cases;
- Creating displays to assist with the promotion of events, programs, and services available to the campus community;
- Providing access to meeting and conference rooms to authorized users;
- Assisting with set-up and delivery of furniture, equipment and audio-visual supplies for events, programs, and meetings within the SSC;
- Trouble-shooting and responding to audio-visual problems in meeting and conference rooms in the SSC as needed;
- Providing supervisors with a regular status report on the condition of equipment within the vicinity of the information desk (email kiosks, ATM machines, phones, etc.);
- Providing a high level of customer service;
- Creating a welcoming and inclusive environment;
- Other duties as assigned.

In addition to the job responsibilities listed above, **Assistant Managers** will be responsible for the following:

- Opening and closing the Stern Student Center during evening and weekend hours in the absence of a full-time staff member;
- Set-up of furniture and equipment for events, programs and meetings within the SSC;
- Delivering audio-visual equipment to meeting rooms and conference rooms within the SSC as requested through the StudLife Reservations system;
- Serving as a resource to trouble-shoot audio-visual problems, reservation issues in meeting/conference rooms in the SSC, and minor personnel issues;
- Supporting the Facilities Coordinator for the SSC as needed;
- Assisting the SSC housekeeping staff as needed;
- Assisting the information desk and game room staff as needed;
- Providing the Facilities Coordinator 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;
- Holding student staff members accountable to dress code policy;

- Providing high levels of customer service;
- Creating a welcoming and inclusive environment;
- Working up to 15 hours per week (nights and weekends);
- Other duties as assigned.

Stern NiteLife Staff members provide programming support for the Stern Student Center and are responsible for the following:

- Coordinating the planning and production of activities in the Stern Student Center during the hours of 9:00 pm – 2:00 am (Thursday – Sunday);
- Stern NiteLife branding and event marketing;
- Presiding over meetings with the Stern NiteLife student advisory committee, gathering feedback and building collaborations;
- Ensuring that Stern NiteLife programs a variety of activities to meet the diverse needs and desires of the current College of Charleston community;
- Preparing budgets and action plans for events;
- Scheduling a weekly meeting with his/her supervisor;
- Holding 5 scheduled office hours per week for meetings;
- Supervising volunteers in delegated tasks;
- Attending all Stern Student Center Employee Training in order to better understand the operations of the Stern Student Center and gain buy-in for Stern NiteLife from Stern Student Center Employees (In the event of a scheduling problem, may be asked to occasionally pick up a shift at the info desk/game room.);
- Updating job position description and conducting a self-assessment at the end of each semester with advisor;
- Providing high levels of customer service;
- Creating a welcoming and inclusive environment;
- Other duties as assigned.

B. 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.

C. GPA

Student employee is always a student FIRST. Thus we require our student employees to have a Cumulative GPA of 2.5. While employed, if your GPA falls below this level, the student will be placed under a probationary period of one semester to bring that GPA back up. 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.

D. Hire Paperwork

Student employees must submit all requested hire paperwork before beginning work. You will not be allowed to work until your hire paperwork has been approved by the Career Center.

E. Direct Deposit

This service is provided to all students throughout the duration of their employment with the College. Contracts are available through your employer or the Career Center, or the Career Center's web site at <http://careercenter.cofc.edu/student-employment/studentemp-hirepacket.php>. Direct deposit takes effect approximately 30 days after the student has initiated the paperwork. A copy of the signed contract will be returned to the student for their files.

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>.

F. Paychecks

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. Should a pay day fall on a weekend, checks are distributed the Friday beforehand. If you are set to receive payment during a period where you are not at the College for an extended period such as the winter and summer holidays AND you are not enrolled in the Direct Deposit program, you may opt to have your paychecks mailed to you. Students should visit the Payroll office located on the first floor of Randolph Hall and drop off a self-addressed stamped envelope. Please note that checks are mailed on the pay day and will not be sent earlier. **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>

G. Evaluations

Student employees will be evaluated each semester by their supervisor. Evaluations will address the employee's ability to perform the duties outlined in this manual. Rehire for future semesters will be dependent upon receiving a positive evaluation.

H. 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.

Injured Worker Procedure

During Normal Business Hours

(Monday – Friday 8:30 a.m. – 5:00 p.m.)

1. If an emergency, call the Office of Public Safety at 843.953.5611. Notify the injured worker's supervisor. Report the injury to the Office of Human Resources (843.953.7320 or 953.5512).
2. If urgent care is needed, contact the Office of Public Safety at 843.953.5611 and then contact the Office of Human Resources (843.953.7320 or 843.953.5512). If the injured worker needs transportation to Coastal Occupational Medicine (843.744.3500), the injured worker's department should arrange for a vehicle to transport the injured worker. If a vehicle is not available, the Office of Human Resources will arrange transportation.
3. If not an emergency and the injured worker does not need urgent care, the injured worker should report to the Office of Human Resources.

After Normal Business Hours

(Monday – Friday 5:00 p.m. – 8:30 a.m. and weekends)

1. If an emergency, call the Office of Public Safety at 843.953.5611. Notify the injured worker's supervisor. Report the injury to the Office of Human Resources the next business day (843.953.7320 or 843.953.5512).
2. If urgent care is needed, contact the Office of Public Safety at 843.953.5611 and then contact Dr. Williams at home (843.577.7208) or call his pager (843.727.9179) and enter the injured worker's contact phone number (if the injured worker has received no response within 15 minutes, the injured worker should go to the emergency room). Dr. Williams will either meet the injured worker in his home office or at a medical facility. The injured worker's department should arrange for transportation of the injured worker to the medical facility. If transportation is needed, call Charleston Green Taxi* (843.819.0846) and tell them we have an account with the State Accident Fund.
3. If not an emergency and urgent care is not needed, the injured worker should determine if they can wait until the next business day before receiving medical treatment. If not, follow step 2. If so, the injured worker should report to the Office of Human Resources the next business day.

* If Charleston Green Taxi is not available, call Yellow Cab (843.577.6565) and tell them we have an account with the State Accident Fund. Both cab companies should have the employee sign a receipt for the service and give the injured worker a copy.

For more information on Worker's Compensation, please visit the Human Resources website: <http://hr.cofc.edu/benefits/workers-compensation.php>.

I. Discipline

Conduct and disciplinary action is a part of student development as it teaches proper chains of command and helps you comprehend the responsibility a job provides. Students employees are expected to conduct themselves in accordance with local laws and regulations and to comply with policies and procedures prescribed by the College and their supervisor.

Disciplinary action shall be considered constructive action for the purpose of salvaging basically satisfactory employees and should consist of the least severe action deemed necessary to accomplish this purpose. Each offense will be judged on its own seriousness with consideration given to the student employee's past record as well as the job description of the individual involved.

Level One: Oral Reprimand

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.

Level Two: Written Reprimand

The student employee will receive a written warning and meet individually with their supervisor. Departmental expectations will be discussed and a strong warning will be provided that immediate and sustained improvement must be made in a given time period.

Level Three: Termination

Employment for the student employee will be terminated. The employee will receive a letter notifying them that employment has been terminated.

J. 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.

K. 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.

L. 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>.

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. 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.

Peer to Peer (P2P) File Sharing

College of Charleston

Policy on Peer-to-Peer (P2P) File Sharing

ANNUAL NOTICE TO STUDENTS:

All members of the College of Charleston community are required to follow the College Policy on Peer-to-Peer File Sharing. This Policy covers all electronic means to transmit, disseminate or store copyrighted materials including e-mail, web pages, and peer-to-peer file sharing software. The Policy also applies to all computers and applications utilizing the College network. Please be sure that you have rights for any material you are making available or sharing on the College network.

The unauthorized distribution of copyrighted material, including unauthorized peer-to-peer file sharing, may subject you to disciplinary action as well as civil and criminal liabilities. With regard to students, a detailed description of the College's policies concerning disciplinary actions for the unauthorized downloading and unauthorized distribution of copyrighted material is set forth in the Student Handbook. Students risk losing their computer access privileges due to multiple violations of the policy. With regard to faculty, a detailed description of the College's policies concerning disciplinary actions for the violating federal law is set forth in the Faculty and Administrative Manual (Section VII, B).

A summary of the current civil and criminal penalties for violation of federal copyright laws is as follows:

1. The infringer may be required to pay the actual dollar amount of damages in an amount equal to the profits gained from the infringement or, alternatively, pay what are termed "statutory damages". Statutory damages can range from \$750 to \$30,000 for each work infringed, unless the court finds that the infringement was willful. In such cases, the maximum penalty is increased to \$150,000.
2. The court may also award attorneys' fees and court costs, issue an injunction to stop the infringing acts and impound the illegal works.
3. The infringer can be sent to jail for up to 10 years.

Under the law, it is not necessary to establish that the infringer made a profit from the infringement in order to establish liability for the infringement. Therefore, liability can be imposed for common illegal peer to peer file sharing, for example the improper downloading of music and video files, even if the infringer has not gained a profit from the illegal activity. For Users who distribute any quantity of copyrighted materials, or advertise their services to Users even though they receive no financial benefit, they may also be subject to criminal investigations and incarceration.

The link for the full text of Chapter 5 of the Copyright Law of the United States of America, "Copyright Infringement and Penalties" can be found at <http://www.copyright.gov/title17/92chap5.html>.

Expectations

A. Customer Service

You will often be the first point of contact for visitors to the Stern Student Center. How you interact with visitors will result in how those individuals view the Stern Student Center and the College. It is expected that you maintain a professional attitude and remain courteous to all of our customers, 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 friendly and courteous manner. Students are expected to offer as much assistance as possible and/or refer them to the proper persons or departments when they are unable to give information.

Greeting Guests

You are expected to greet all guests who enter your work area. You must be aware of your surroundings at all times and ensure that all guests are greeted.

Providing Assistance

You are expected to assist guests in locating meetings and events occurring in the Stern Student Center. In addition, visitors often enter the building seeking assistance and directions. You must be familiar with campus buildings and provide accurate directions to campus buildings and downtown attractions.

B. Dress Code

Students are expected to come to work in the appropriate attire. All clothes must be in good condition, pressed, and washed frequently. Storage of uniforms onsite is permitted in your assigned box in the Copy Center.

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
- Pants, shorts, or skirt
 - Shorts and skirts should be fingertip length.
 - **Gym shorts, leggings, yoga pants, spandex, and cutoffs are unacceptable.** Supervisors and Assistant Managers maintain the right to send any employee home to change if inappropriate clothing is worn to work.
- 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 must be worn if employee is moving furniture or caring boxes. (Seriously! You may store shoes in your box for such an occasion).

Appearance

Staff members are expected to maintain proper grooming habits, ensure that their appearances reflect positively on the Stern Student Center, and limit wearing any item that may interfere with their jobs. **No hats or bandanas may be worn.**

C. 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.

You are expected to work every shift that is assigned to you. In the event that an emergency arises and you anticipate that you may be late for an assigned shift, call in 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.

D. Substitutions/Trades

Your assigned shift is your responsibility. If you discover that you cannot fulfill an obligation to work a given shift, it is your responsibility to cover that shift with someone who is qualified in that work area.

Substitutions must be submitted through the When to Work (<https://whentowork.com/>) staff portal by 2:00pm daily, Monday through 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.

E. Time Clock/Time Sheets

At the beginning and end of each shift worked, 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 coated 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 sheet.

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.

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>.

F. Consumption of Food and Beverages

The consumption of food 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.

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.

G. Restroom Breaks

Game Room: You must have another employee take your place in the game room before going to the restroom. If you are the only person working the game room, contact another employee working in the Stern Center to take your place while you take a restroom break. **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)

H. Use of Personal Electronic Devices

The use of personal 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.)**

However, if you happen to bring your laptop to work, the **ONLY** use permitted is school work (*See Homework*). Social Media, Netflix, and other media streams are prohibited.

I. 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.

J. 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.

K. Personal Visitors

You are not allowed to have personal visitors at your work station while you are on duty. Visitors are not permitted behind the Information Desk or the Game Room desk. 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.

Policies and Procedures

A. Building Opening/Closing (see checklist for additional information)

Opening Procedure – Front Desk

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.
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. Arrive onsite and call Public Safety 10 – 15 minutes before posted opening time to ensure building is open on time.
8. Complete the checklist and be sure to put in supervisor's box when you clock out.

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 meet the Public Safety Officer and 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. Lock the lobby doors once it has been determined that all guests have vacated the building.
5. Walk to the Copy Center with the Public Safety Officer
 - a. Clock out at time clock
 - b. Place key ring in designated drawer
 - c. Place radios and Ipad on charger
 - d. Place nametag in your mailbox
6. Turn lights off (ALL switches on maroon wall in Lobby)
7. Complete the checklist and be sure to put in supervisor's box when you clock out.

B. Game Room Opening/Closing Procedure

1. Clock-in and pick-up a radio from the Copy Center.
2. Have the Information Desk staff member or a full-time staff member open the game room. REMEMBER: The keys always go back to the Information Desk.
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 the cases they should be in
 - f. Billiard 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.

Closing Procedure – Game Room

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 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

7. Keys

Keys play an important role in ensuring the safety and security of the rooms within the Stern Student Center. As such, you may be asked to be responsible for keys during your shift. 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 at any time, please contact your supervisor immediately. Keys remain at the Information Desk – they should not be left in the Game Room.

You will be responsible for the cost associated with repair or replacement if any keys for which you are responsible are damaged, lost, or stolen during your shift. The repair/replacement cost will be determined by the Office of Student Life and you will be billed. In the event that you discontinue working for the Stern Student Center, all keys must be returned immediately to your supervisor.

8. Radios

Radios play an important role in establishing communication between departmental staff. You will be expected to take care of this equipment and follow a few basic rules for radio handling and operation.

Radios are located in the following areas:

- Information Desk
- Game Room
- Third Floor Student Affairs Desk
- Susan Payment, Director of Student Life
- Mandi Bryson, Associate Director for Student Life Operations
- Chris Bond, Facilities Coordinator
- Angel Parson, Assistant Director for Student Life Services and Events

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.
- If a radio is lost or damaged during your shift, you may be charged for the repair or replacement cost.
- 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:

Question: Info Desk, is there a meeting in the ballroom at two o'clock?

Answer: No, the meeting was rescheduled for four o'clock.

9. 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 at the Information Desk, hourly rounds will be conducted throughout the building.

Building Walk-throughs

- 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.
- Ensure that the restrooms on each floor are working properly.

Door Open Requests

Another responsibility of the Information Desk is regulating the use of the meeting spaces. Groups arriving for a function in one of the meeting spaces must have a reservation. Upon the arrival of a group, the Information Desk staff will:

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 and on the iPad
 - c. Under Facility Reservations on the Stern Student Center webpage: <http://sterncenter.cofc.edu/>
2. Have the guest sign in – initial 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 on the Meeting Room Inspection Google Doc on the Ipad.
6. Verify that the room setup is satisfactory to the group leader.

At the end of a reservation, the Information Desk staff must:

1. Walk to the meeting room at the reservation end time.
2. Ensure that the group has vacated the room.
3. Check the room for damages and note the condition on the Meeting Room Inspection Google Doc on the Ipad.

4. Take any lost items to the Information Desk and contact Public Safety to pick up these items.

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 as is dictated by the situation.

10. Room Setup

To ensure the success of all events scheduled in Student Life facilities, meeting rooms and lounges must be maintained in an orderly fashion. All Stern Center employees are responsible for ensuring that meeting rooms and lounges are setup in an organized and orderly manner prior to the start of each event. While on duty, you 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 visitor.

Some student employees will be asked to assist with setting up furniture in meeting rooms for special events. These shifts will be indicated as Setup Crew on the schedule and you will receive additional training from your supervisor if you are selected to assist with room setups.

11. 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.

12. 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. Students must be currently enrolled to reserve a locker and provide a Cougar Card, student ID and fill out a Locker Agreement form to reserve a locker. Semester lockers are available for \$20 and daily rentals are \$1.

13. Lactation Room

The Stern Center now has a Lactation Room accessible to the campus community. The room is a keyed area, not a keypad or key-coded room. The procedure for access to the Lactation Room is as follows:

1. The individual must sign-in at the Information Desk.
2. The Stern Center staff member must key the individual into the Lactation Room area (Room 207A). There is a privacy lock and In-Use sign we ask that they use.
3. When the individual is finished, we ask that they check-out at the Information Desk.

14. Ticket Sales

Ticket sales will take 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.

At such times, you will be responsible for selling tickets at the Information Desk. 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 every shift and placed in LaVerne Green's box.**

15. Monitoring Work Area

All employees are expected to monitor their area and the facility in general when working. Acquaint yourself with your surroundings during training and work times.

16. Animals

Animals, with the exception of guide dogs and service animals, are **NOT** allowed in the building. There are no other exceptions.

17. 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.

18. Emergency Procedures- Quick Reference Phone Numbers

Public Safety-

Emergencies: 843.953.5611

Non-Emergencies: 843.953.5609

Physical Plant- 843.953.5550

Website: emergency.cofc.edu

What To Do...

Fires

- Activate the nearest fire alarm pull station.
- Call Public Safety at 843.953.5611.
- Notify occupants and help those needing assistance in the immediate area.
- Confine the fire by closing doors as you exit.
- Evacuate the building at the nearest exit.
- Do not re-enter the building until authorized to do so by emergency personnel.

Building Evacuation Procedures

- When the fire alarm is activated, evacuation is mandatory.
- Do not use elevators.
- Take personal belongings (ID, keys, purses, wallets) and dress appropriately for the weather. Take the radio with you!
- Close doors as you exit.
- Move all personnel to a safe area, away from the building in danger.

Suspicious Packages

- Do not touch or disturb the object or package.
- Evacuate the immediate area.
- Call Public Safety at 843.953.5611.
- Notify your supervisor immediately. If it is after hours or on the weekend, notify the individual on-call.

Bomb Threats

- Remain calm.
- Get as much information as possible from the threatening caller.
- Call Public Safety at 843.953.5611.
- Follow instructions from emergency personnel.

Suspicious Behavior/Persons of Concern

- Do not physically confront the person exhibiting the behavior.
- Do not let anyone into a locked room/building.
- Do not block a person's access to an exit.
- Call Public Safety at 843.953.5611.

Active Shooters

- If possible, exit the building immediately and call Public Safety at 843.953.5611.
- If you cannot exit: Clear the hallway immediately and/or remain behind closed doors in a locked or barricaded room, if possible. Stay away from windows. Remain calm and quietly call Public Safety at 843.953.5611.
- **Evacuate the room only when authorities have arrived and instructed you to do so.**
- Do not leave or unlock the door to see "what is happening."
- Do not attempt to confront or apprehend the shooter, unless as a last resort.
- Do not assume someone else has called police or emergency personnel.

Weather Emergencies

- Refer to the CofC Emergency Management website at emergency.cofc.edu
- Follow all emergency personnel instructions
- For updates, monitor local television and radio stations for announcements.

Street Flooding

Flooding can occur due to major rainstorms, water main breaks or loss of power to sump pumps. In case of imminent or actual flooding:

- If you can do so safely:
 - Secure vital equipment, records and hazardous materials.
 - Shut off non-essential electrical equipment.
 - Wait for instructions from Public Safety or Physical Plant.
- Move all personnel to a safe area, away from the building in danger.
- Do not return to the building until instructed to do so by your supervisor, Public Safety or Physical Plant.
- Call Physical Plant for assistance with flood clean-up at 843.953.5550.

Stern Lobby Flooding

Stern Center Lobby flooding can occur due to major rainstorms (George Street side). If this occurs: If you can do

- 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
- Call Physical Plant for assistance with flood clean-up at 843.953.5550. They can send custodial to assist with mops.

Gas Leaks, Fumes, Vapors

If you detect natural gas, fumes or vapors:

- Do not pull fire alarms.
- Do not touch light switches or electrical equipment.
- Call Public Safety at 843.953.5611.
- Clear the area immediately if instructed to do so by the emergency dispatcher.
- Provide your location and the location of the odor to the dispatcher.
- Provide as many details as possible to the dispatcher.

Hazardous Materials Spills

Hazardous material spill, incident or release for which assistance is needed:

- If the incident is indoors, close all doors in order to isolate the area if it is safe to do so.
- From a safe area: Call Public Safety at 843.953.5611.
- Be prepared to provide the following information:
 - Name of the material
 - Quantity of material
 - Time of the incident
 - Location of the incident
 - If anyone is injured or exposed to material
 - If a fire or explosive is involved
 - Your name, phone number and location
- Follow instructions provided by the emergency responders.
- Evacuate, if necessary.

Medical Emergencies

- Cardiac Arrest/Heart Attack
 - Assess the scene for danger.
 - Check the victim.
 - Call or instruct someone to call Public Safety/EMS at 843.953.5611.
 - Locate an Automated External
 - Defibrillator (AED), if one is available.
 - Perform CPR.
- Burns
 - Remove the cause of the burn.
 - Flush the area with water.
 - Do not apply a dressing or creams or lotions.
 - Call Public Safety/EMS at 843.953.5611.
- Bleeding
 - Apply firm but gentle pressure to the wound with a clean cloth or tissue.
 - Immobilize the body part.
 - Keep person lying down.
 - Call Public Safety/EMS at 843.953.5611.

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.

19. 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.

Note: The Office of Student Life operates the Stern Student Center, Calhoun Annex- CisternYard Media Offices, Physicians Auditorium, 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 Student Life 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
- Facilities Coordinator 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 Student Life 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 Student Life 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 Student Life Operations.
- Staff will resume normal operation of facilities as soon as possible.

Recognition

Stern Center Team Players

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 the outstanding

customer service skills they exemplify on a daily basis. It may not even be customer service that you recognize; it may be that they helped you out by trading shifts. 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” form from the pad located at the info desk and place it in the designated “Shout Out” box.

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 of the Year

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.

Ways to be more involved with the Stern Student Center!

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.

ACUI’s essential and core values:

- Unconditional human worth
- Joy
- Learning
- Caring community
- Innovation
- Communication
- Integrity

Students can be involved with ACUI through various volunteer and conference opportunities. The 2015 Region III conference will be held at NC State on October 2-4. If you are interested in attending or presenting at this conference, please notify your supervisor by September 1, 2015. To learn more about ACUI and the Region III conference, check out the website at <http://www.acui.org/region/iii/>.

Stern Center Advisory Board

The Stern Center Advisory Board serves as an integral component in the management of the Theodore S. Stern Student Center and the opinions and advice of representatives of the campus community are solicited through this body. The Board will consider matters related to the operation, programs and resources of the Stern Student Center, including:

- Review and revision of guidelines/procedures related to the Stern Student Center
- Building hours and scheduling calendar for the facility
- Space allocations
- Policies and procedures for space reservations and usage by on and off-campus groups
- Major renovations or aesthetic changes to the facility
- Marketing and promotion of Stern Center facilities, services and resources
- The assessment of customer satisfaction with services and programs offered by the Stern Student Center
- Support of institutional sustainability efforts

A member of the Stern Center Student Staff serves as a representative on the board each year. Brian Higareda will serve for the 2016-17 academic year; however the board encourages feedback from all students and looks for additional ideas and comments throughout the year.

Building Directory

First Floor

Information Desk
Food Court
ATMs
Email Kiosks
Restrooms- Handicap Accessible

Second Floor

Meeting Room 201
Game Room
Meeting Room 205
Lactation Room – 207A (requires check-in at front desk)
All-Gender Restroom (across from Room 206)
Theatre Room 206
Paint Room 209
Public Safety Substation
Restrooms

Third Floor

Student Affairs Office
Executive Vice President for Student Affairs
Dean of Students
Honor Board
Student Life- Susan Payment, Room 319
Conference Room 321
Restrooms- Handicap Accessible

Fourth Floor

Ballroom, Room 416
Student Government Association, Room 401
Student Life-
 Angel Parson, Room 405
 Jill Caldwell, Room 407
 Mandi Bryson, Room 410
 Chris Bond, Room 412
Cougar Activities Board, Room 411
Stern Student Center Staff & Stern Nite Life Staff Resource Room, Room 413
Copy Center, Room 404
Conference Room 408
Meeting Room 409
Restrooms

Staff Directory

Office of Student Life - Information Desk 843.95.2291

Susan Payment, Director of Student Life
 Stern Student Center, Room 310, 843.953.5312
Mandi Bryson, Associate Director for Student Life Operations
 Stern Student Center, Room 410, 843.953.8113
Chris Bond, Facilities Coordinator
 Stern Student Center, Room 412, 843.953.8280
Angel Parson, Assistant Director for Student Life Service and Events
 Stern Student Center, Room 405, 843.953.1045
Jill Caldwell, Assistant Director for Student Life
 Stern Student Center, Room 407, 843.953.8122
LaVerne Green, Coordinator for Business Services
 Stern Student Center, Room 406, 843.953.5959

Office of Student Affairs - Stern Student Center, 3rd Floor, 843.953.5522

Alicia Caudill, Executive Vice President for Student Affairs
Jeri Cabot, Dean of Students, Associate Vice President for Student Affairs
David Aurich, Associate Dean of Students
Alison Berk, Coordinator for Prevention Education & Student Conduct
Susan Hartman, Assistant to Executive Vice President
Michael Antoine, Office Manager
Marnette Bowen, Technology Coordinator
Ellen Kilgore, Assistant Director of Student Conduct and Case Management

Food Court - Stern Student Center, 1st Floor, 843.953.5576

Student Government Association - Stern Student Center, Room 401, 843.953.5722

Cougar Activities Board - Stern Student Center, Room 411, 843.953.8120

Cistern Yard Media - Calhoun Annex, Room 203, 843.953.7093

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
- *Cougar Mall (non-amplified sound)
- *Rivers Green (limited events; non-amplified sound)
- *Education Center Lobby (for limited events and use)

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
 - a. Visit <http://sterncenter.cofc.edu> and click on Facility Reservations.
 - 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.

NOTE TO STUDENTS: Your reservation will be processed AFTER advisor approval. Please allow ample time for advisors to approve your request.

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

NEW TABLING REQUEST FORM

The tabling request form has changed! It is still on the same website, just a shorter, easier form. They **STILL** must request a table and space and it goes through the **SAME** reservation system. However the form is shorter and easier to fill out. The

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

\$1 for the day

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.