



COLLEGE of
CHARLESTON

STERN STUDENT CENTER



Team Stern Handbook

“Reject Mediocrity. Be Creative. Exhibit Courage and Welcome Responsibility. “

- Theodore “Ted” Stern

Updated August, 2021

WELCOME TO TEAM STERN – THIS IS YOUR DEN(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. While you are members of the Student Life staff, this is YOUR home – 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.

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 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. Position descriptions and responsibilities can be found in **Appendix F**

EXPECTATIONS OF TEAM MEMBERS

ACADEMICS ON-DUTY

Summer is a slower time in the Stern Center for events in activities; however, we see more potential students and visitors throughout the summer. When you are on duty, you are expected to devote your time to the Stern Student Center, paying close attention to any and all visitors as they enter with excellent customer service. During down time, you are permitted attend to academic responsibilities as long as it does not interfere with your responsibilities.

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.**

Uniform

The Stern Student Center student staff uniform includes:

- T- shirt provided or other College of Charleston branded gear. Tank tops are not permitted
- 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 shirt at chest level, on the right-hand side
- Closed-toed shoes: closed-toe shoes must be worn **at all times when on duty.**

ATTENDANCE

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.

Team Meetings

All-Staff Team meetings are **MANDATORY**. Dates and times are announced in advance for planning.

Building Managers may schedule team meetings in addition to mandatory team meetings. Team Meetings can be scheduled, either with a supervisor or among the team. These will include discussion, development and fun! One-on-One meetings will be scheduled with your supervisor throughout the semester. You may request additional meetings at any time.

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 TEAMS SHIFTS 48 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 Teams Shifts.

Trades may be worked even if not approved on Teams in the event of last-minute trades or emergencies. ALL traded or covered shifts must be submitted on Teams. 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 – SEE APPENDIX A

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, develop a plan for improvement and 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.

HOMEWORK

When you are on duty, you are expected to devote your time to the Stern Student Center. Customer service, attentiveness and professionalism are expected at all times; there may be time in some work areas for limited homework, but only if it does not interfere with your team responsibilities.

LEAVING THE DESK

Notify a Supervisor (Mandi or Chris) via TEAMS CHAT that you will be leaving the desk for a few minutes for any reason – opening a door for a meeting, restroom break, etc.

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

Info Desk: Notify a supervisor or team member that you will be leaving the desk for a few minutes for any needed restroom breaks. (simply message: I will be stepping away from the desk)

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.**

SCHEDULING

Schedules are created using the Microsoft Teams software. Staff are expected to check their Teams 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 three weeks in advance). It is imperative that all preferences be set as soon as possible (see WhenToWork below).

Microsoft Teams – Shifts

How to Use Shifts is located in Appendix B

All staff members have access to Microsoft Teams and are added to the current year staff team. Each team member should include the following when entering availability:

- Class schedule
- Student organization meetings
- Outside obligations

All preferences must be set the first day after drop-add of each semester. These dates are after the drop-add deadline to allow for class schedules to be set.

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

How to clock in and out is located in Appendix C

At the beginning and end of each shift, you **MUST** clock in and out on SHIFTS on your mobile device.

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>.

NOTE: 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. Social media for CofC purposes will be permitted for Stern Center and Student Life activities.

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

BUILDING DIRECTORY -APPENDIX E

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?

NOTE: Emotional Support Animals are not covered under the ADA.

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.

DOOR OPEN REQUESTS

NOTE: At NO TIME should a Stern Student Staff member unlock a meeting space without a reservation. The confirmed reservations are provided on the Events Report each day/week. 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 Events Report at the front desk.
2. Have the guest check in – student employee initials the daily schedule sheet
3. Unlock the meeting room door and ensure the space is clear of any other individuals. If the space is unlocked when you arrive, note this to Mandi and Chris.
4. Assist the group with any logistics they may need at that time before returning to the front desk.

At the end of a reservation time:

1. Take any lost items to the Information Desk and follow Lost and Found procedures.
2. Note if there is another meeting or event schedule following and reset the space if needed.
3. Lock the space.

If you locate a security or facility problem at any time, contact Mandi or Chris.

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. Building Managers are responsible for keys during their shifts and transfer keys to Staff Assistants during off-hours.

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 or with a Building Manager..

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.

LOCKER RENTALS – APPENDIX G

The Stern Student Center has locker space located in the second floor hallway past the Cougar Pantry 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 on CougarConnect
- Pay the \$20 semester fee (online on Marketplace)

Steps for checking out locker – see Appendix

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:

- Keys
- 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.

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.

RECOGNITION

Stern Star of the Year Award

The Stern Star of the Year Award is selected by the student staff for hard work, dedication and overall teamwork in the Stern Center, such as going above and beyond, picking up last-minute shifts or being creative with innovative ways to improve the Stern Center. The professional staff will open up the nominations in March to the entire staff with the selection in April prior to the end of the semester.

Stern Student Employee of the Year

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. This individual 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. In addition, the student chosen will be nominated for the College of Charleston Student Employee of the Year award. Due to the timing of the award, nominations will be requested before Spring Break.

PROFESSIONAL DEVELOPMENT

Throughout the year, professional development will be provided, both during staff meetings as well as through on-your-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.

APPENDIX A - 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

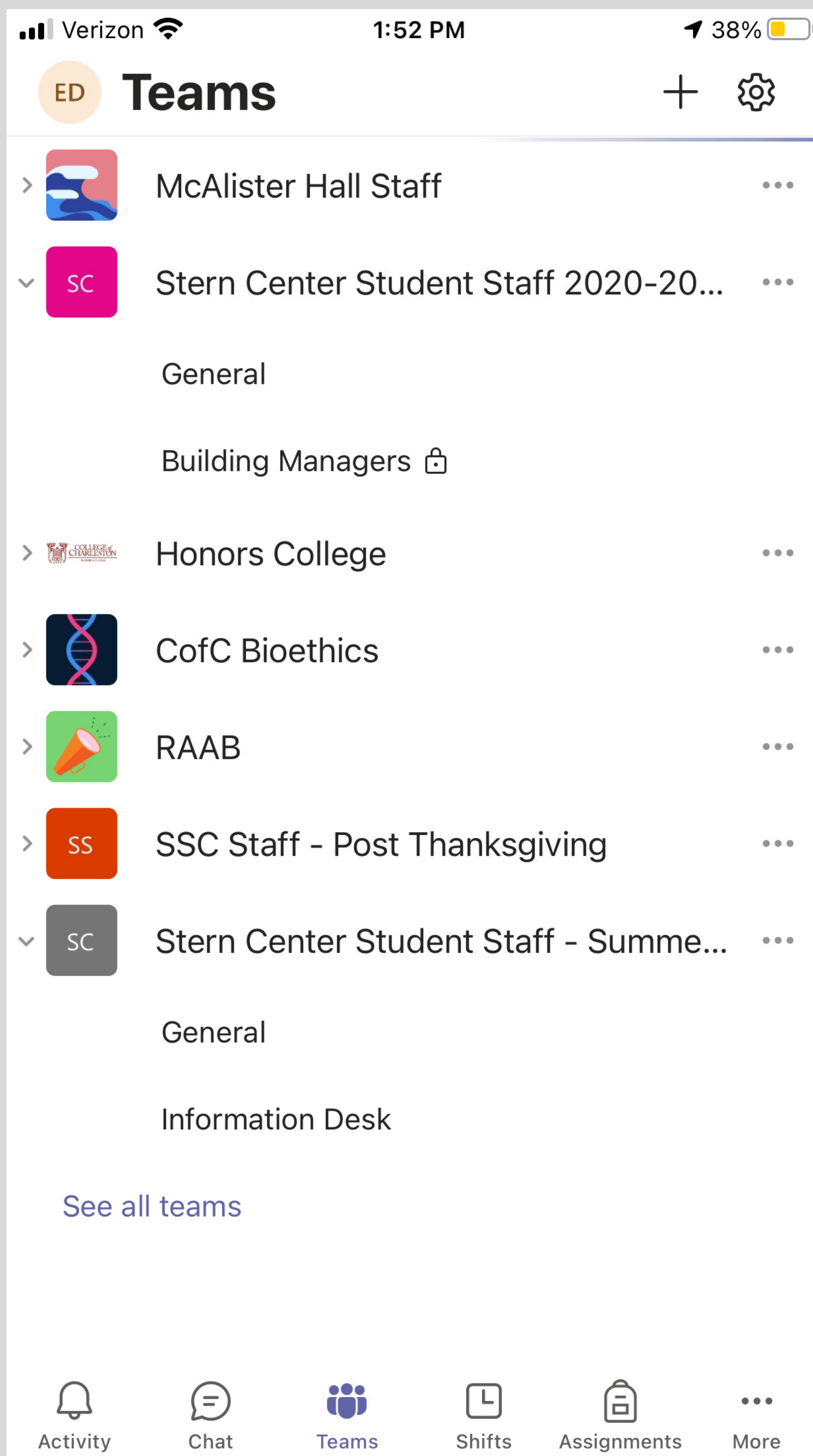
Termination by the Student: Students may terminate their employment with their on-campus employers at any time. Students are advised to give as much notice as possible, two weeks being customary, as well as communicate their intentions to their direct supervisor. It is understood that a student may need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

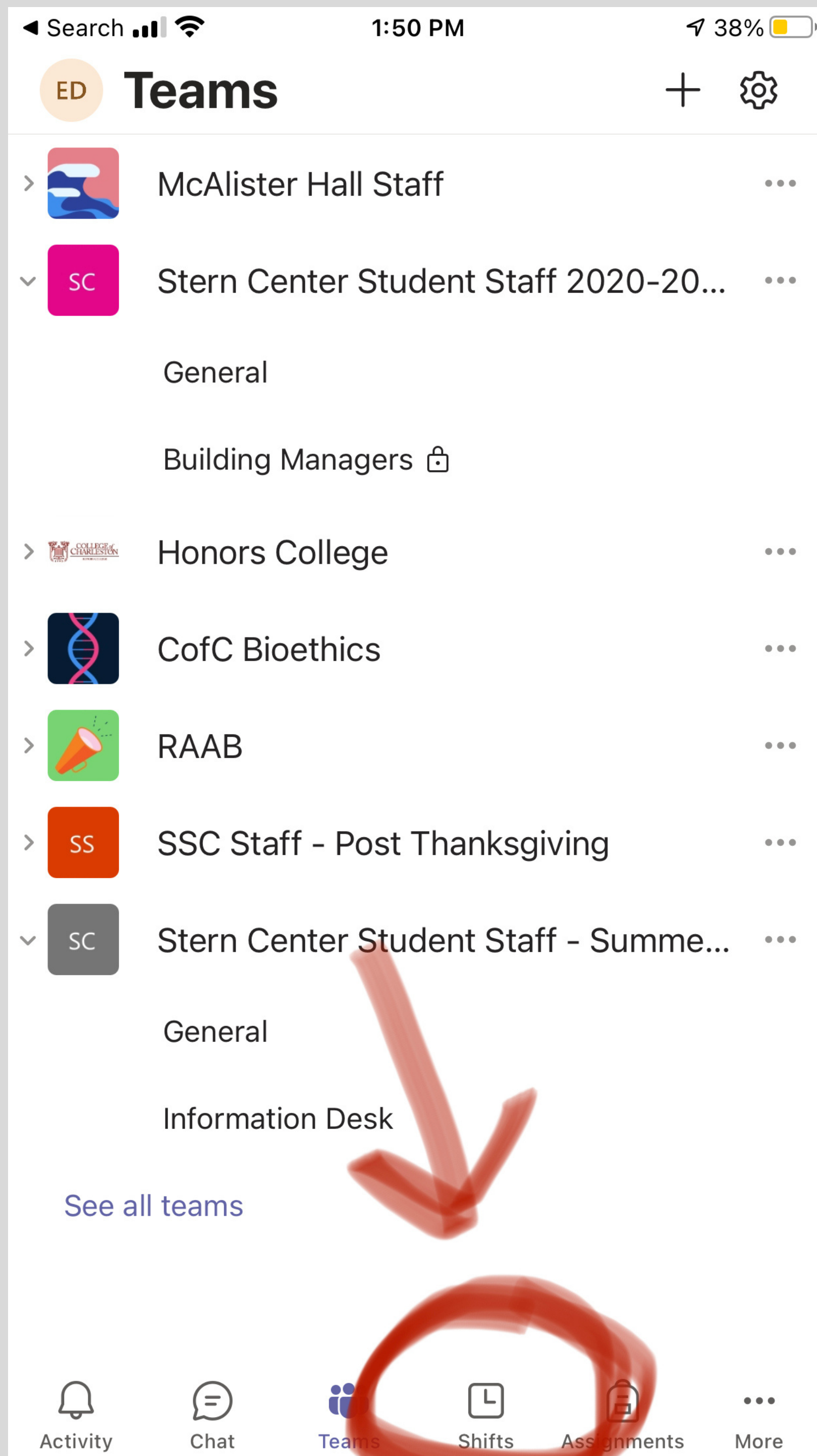
A "How To" Guide for using Microsoft Teams: Putting in your Availability



1. Open the Teams App on your smartphone or tablet. You won't be able to set your availability using the Desktop version of Teams.

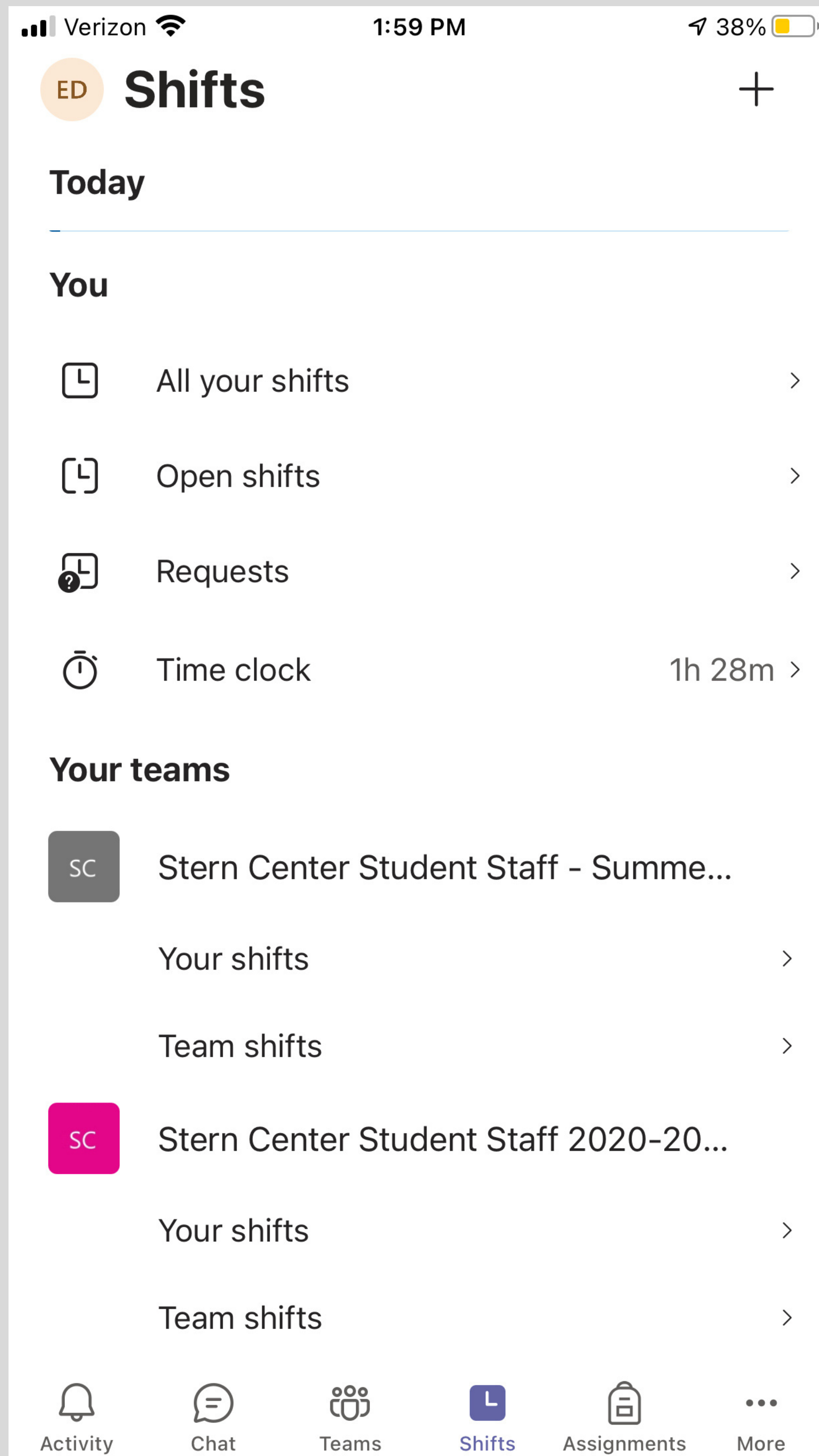


3. Click on the "Shifts" icon at the bottom of the screen to view your assigned shifts.

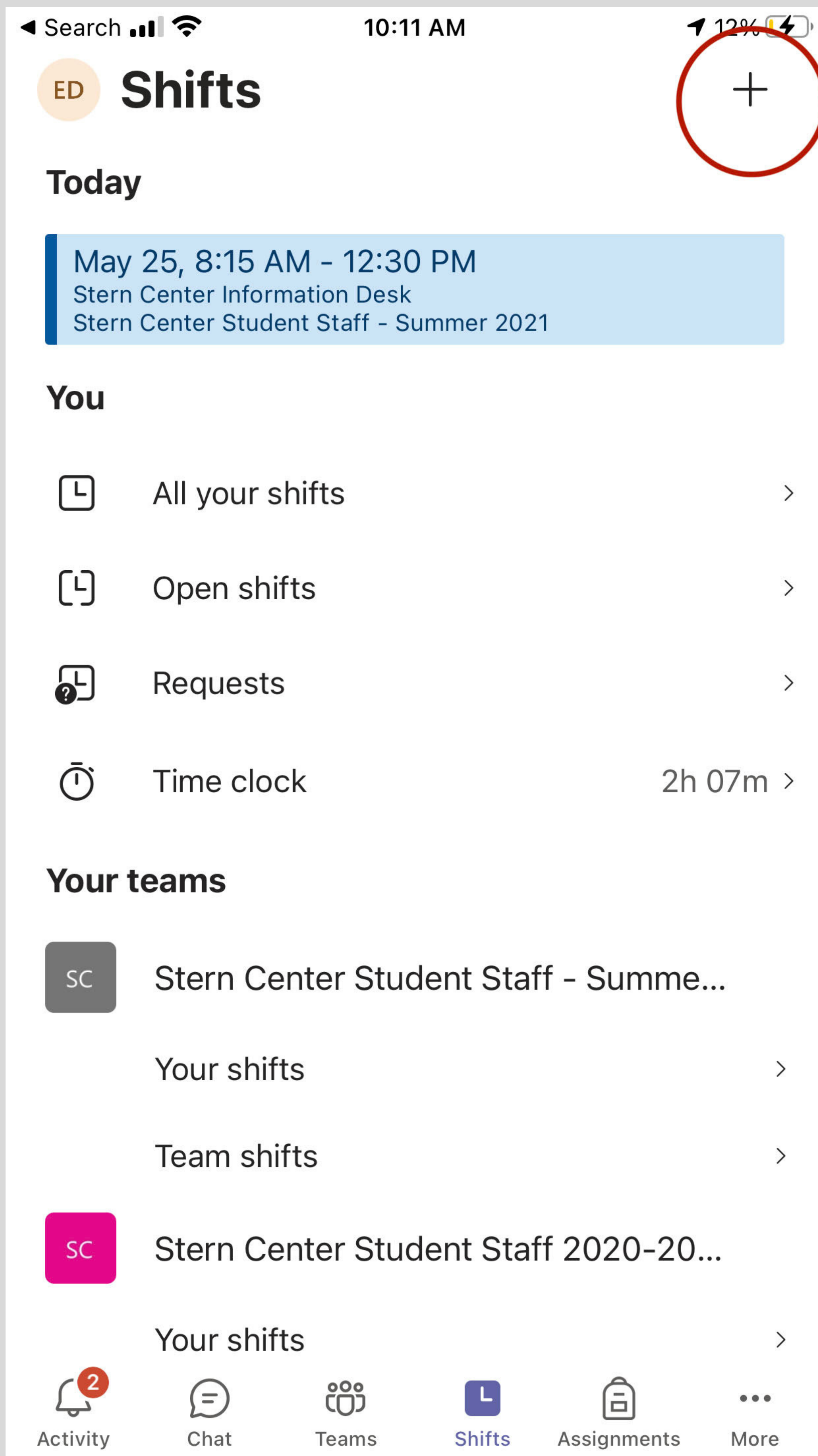


HELPFUL HINT: If you can't find this icon, click the "More" icon and it should be there!

4. Your Screen should look something like this.

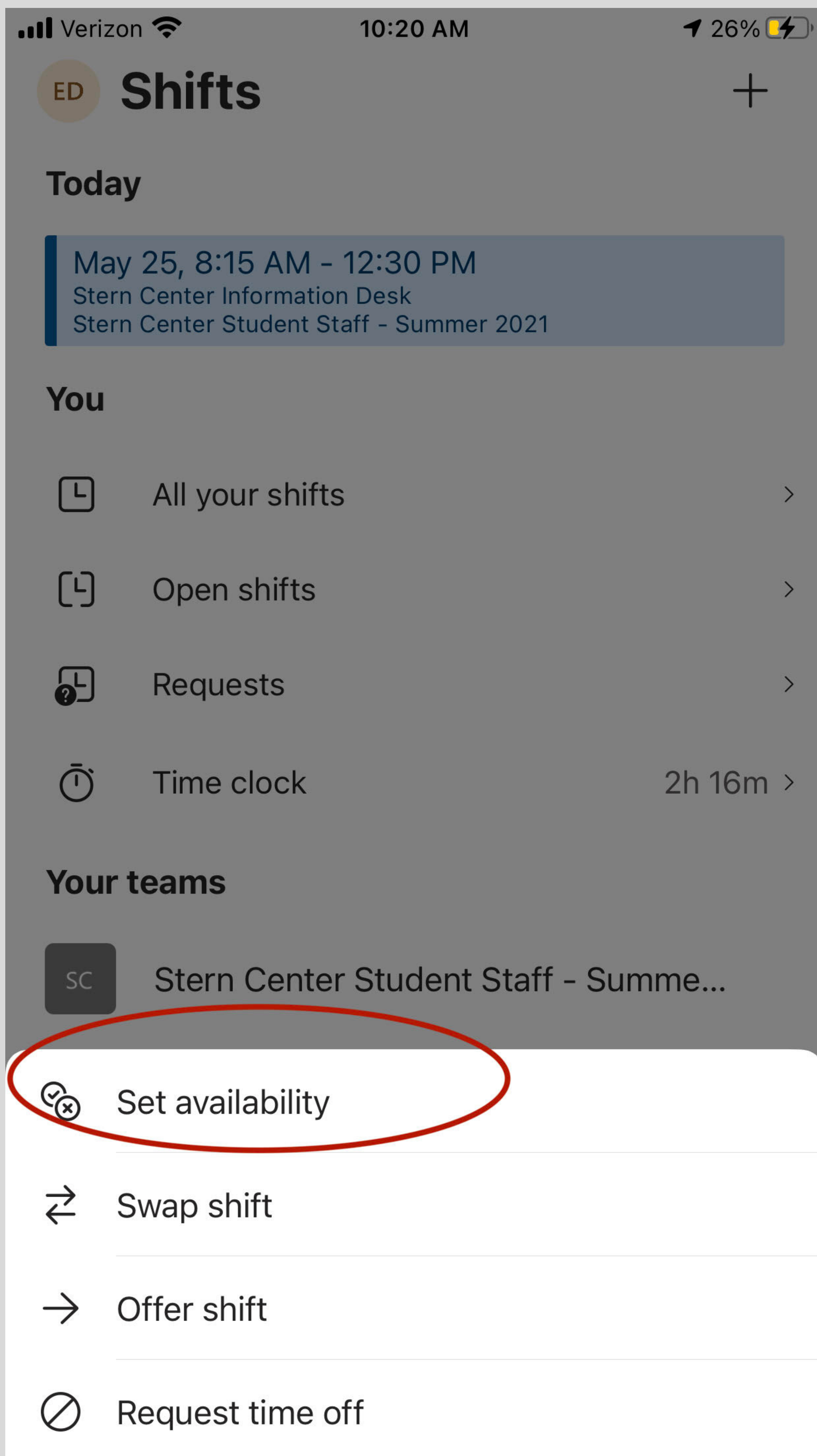


5. To set your availability, click the plus icon in the upper right corner



HELPFUL HINT:
If you ever need to request time off outside of your usual availability (for example, On-Calls, Going Home for the Weekend, etc.), use the Time Off Request.

6. Press the "Set availability" option.



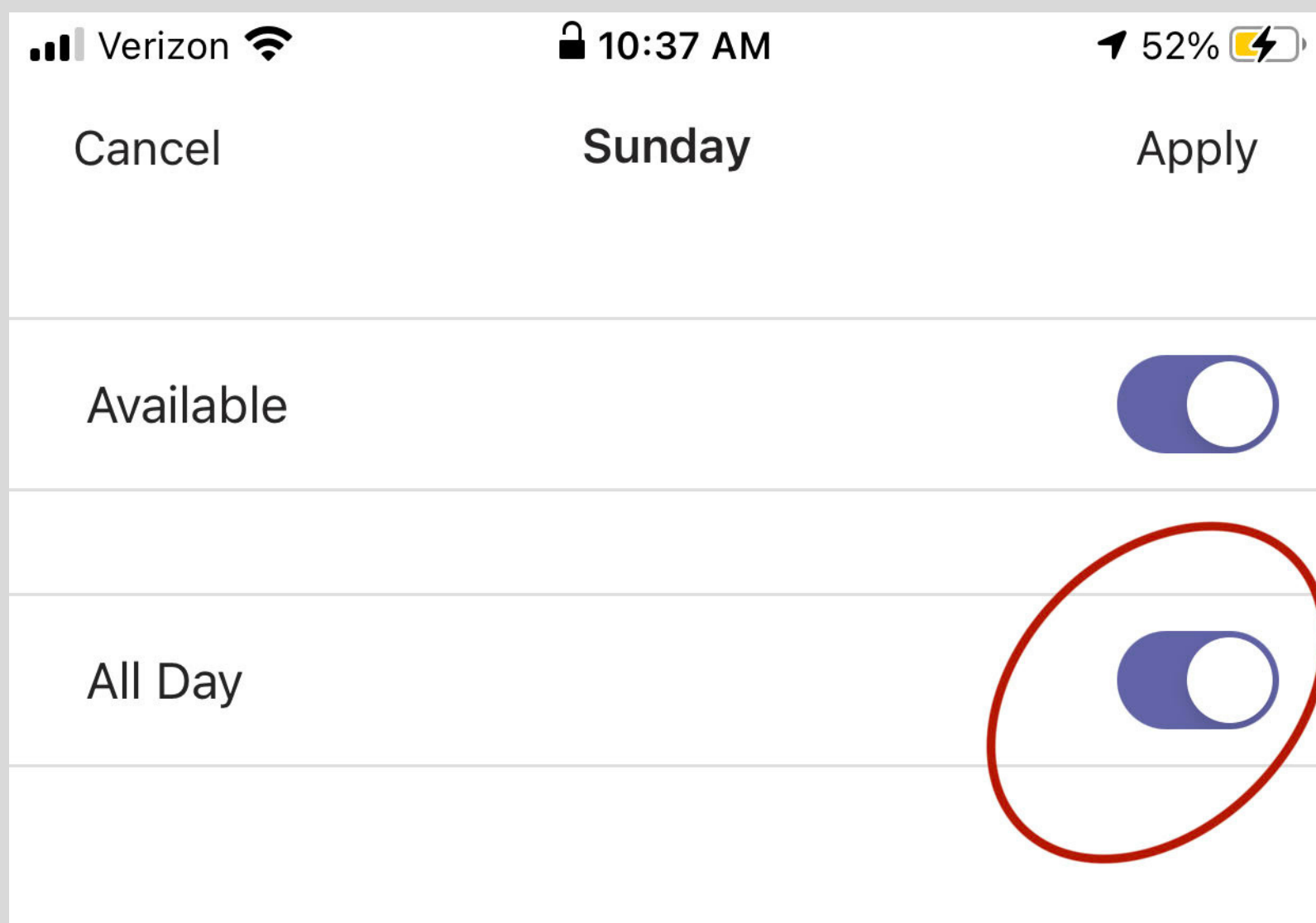
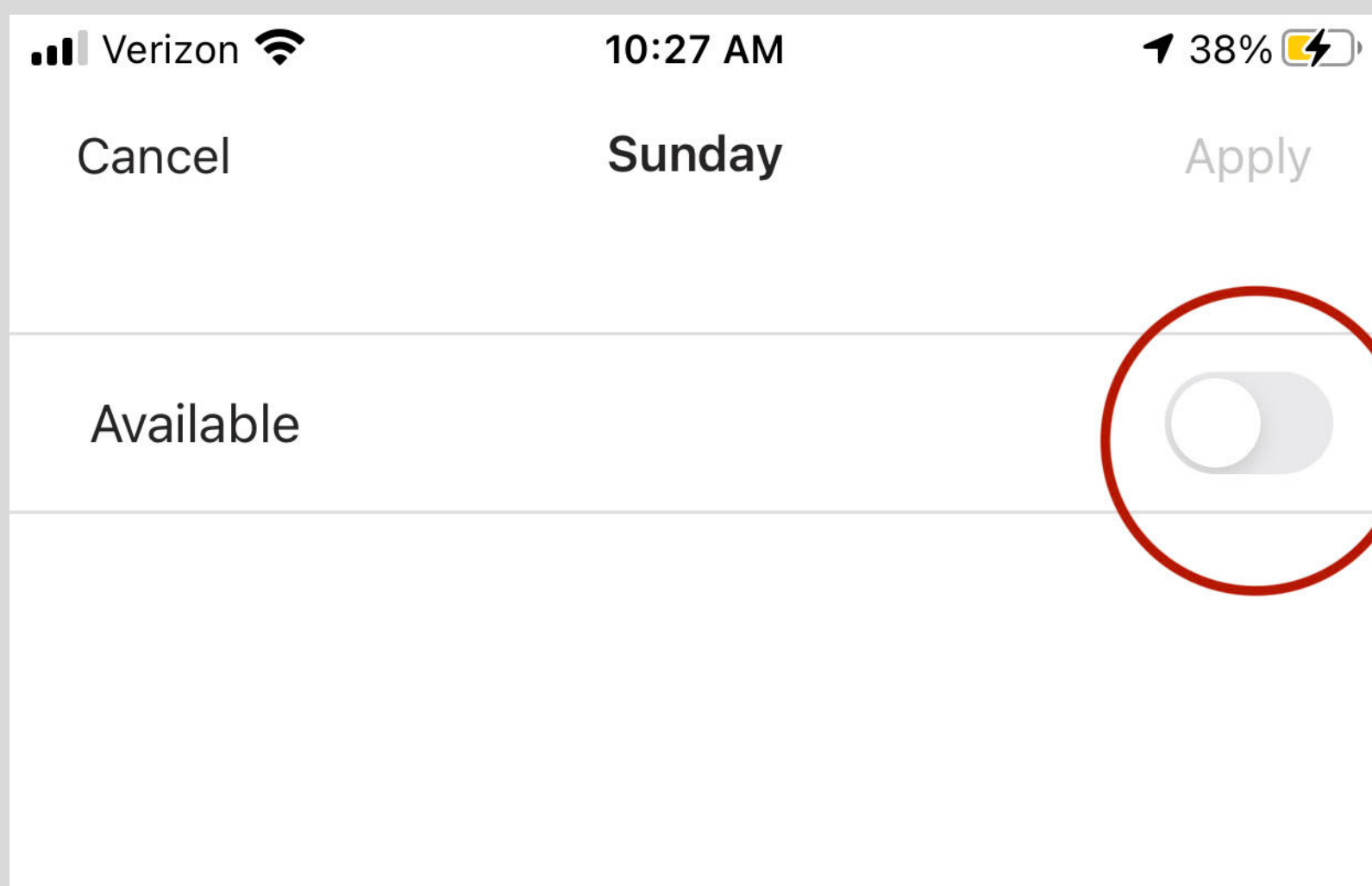
7. Now your screen should look something like this. To input your availability, click on each day of the week and input the times you are available to work.

Verizon 10:22 AM 30%

< Availability

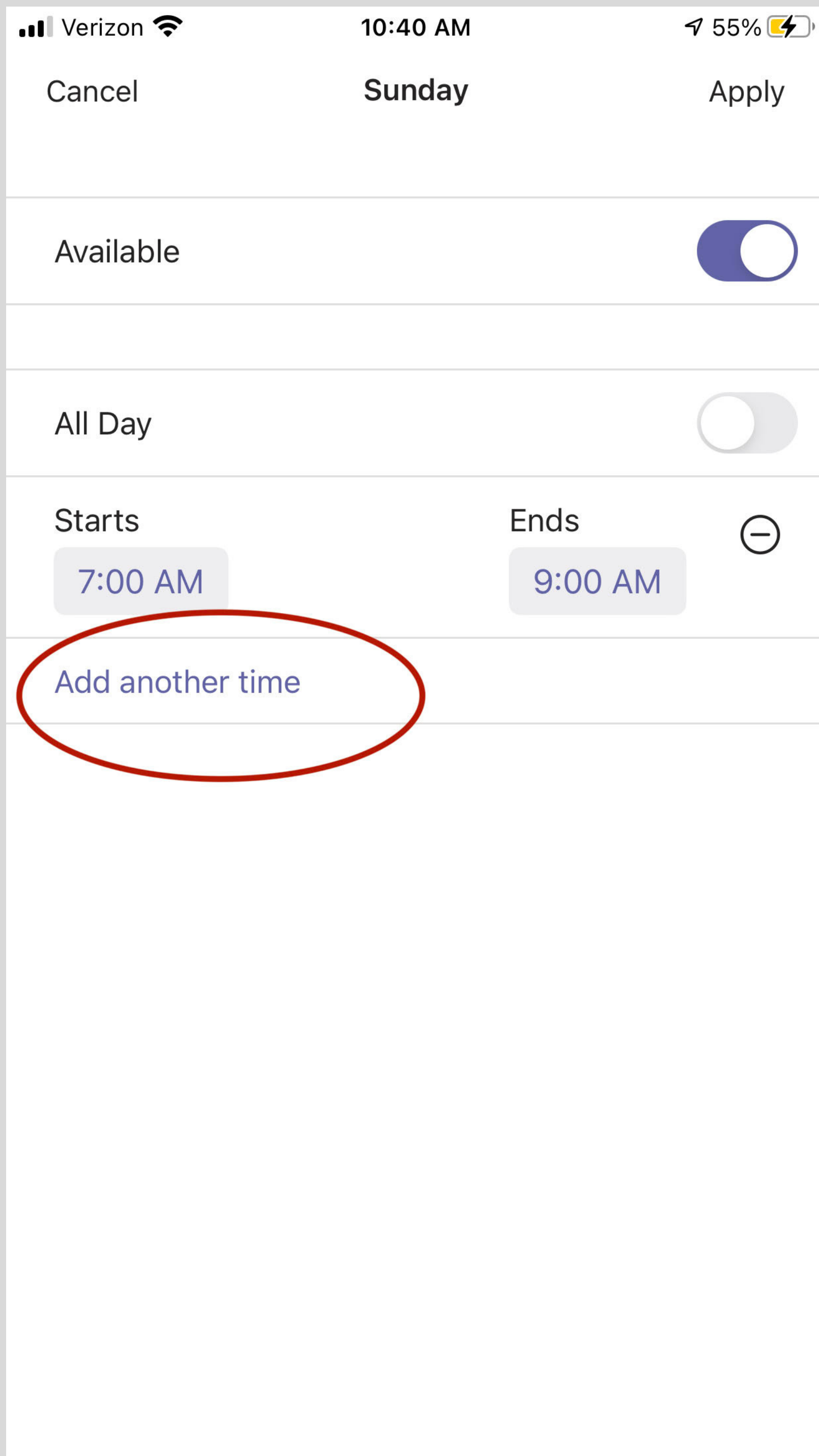
Sundays	Unavailable >
Mondays	Unavailable >
Tuesdays	7:00 AM - 12:00 PM >
Wednesdays	7:00 AM - 9:30 AM > 12:00 PM - 3:30 PM >
Thursdays	Unavailable >
Fridays	7:00 PM - 10:30 PM >
Saturdays	11:00 AM - 7:00 PM >

8. After selecting a day of the week, your screen should look like this. Switch the **availability toggle to on** (if you are available to work that day). The "All day" toggle will pop up. Switch the **"All day" toggle to off**, and input the times you are able to work.



If you are available to work all day, leave the "All Day" toggle on.

9. To input multiple time frames, select the "Add another time" button. Repeat step 8 for each day of the week.



For example:

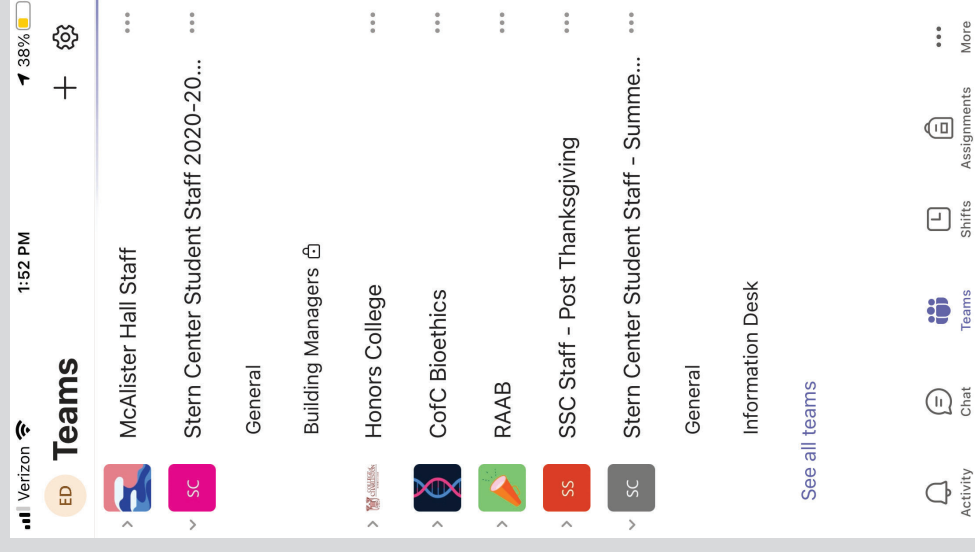
If you have class at 9:00am, 12:00pm, and 1:00pm on MWF, you would input your availability as 7:00 AM-9:00 AM, 2:00 PM- 10:00 PM.

The Stern Center's Operating Hours are:
Sunday: 4pm-11pm
Monday-Friday: 8am-11pm
Saturday: 2pm-10pm

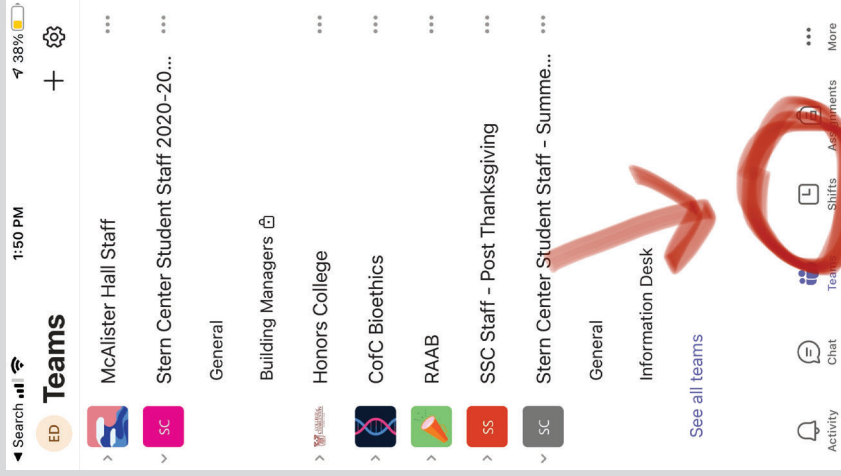
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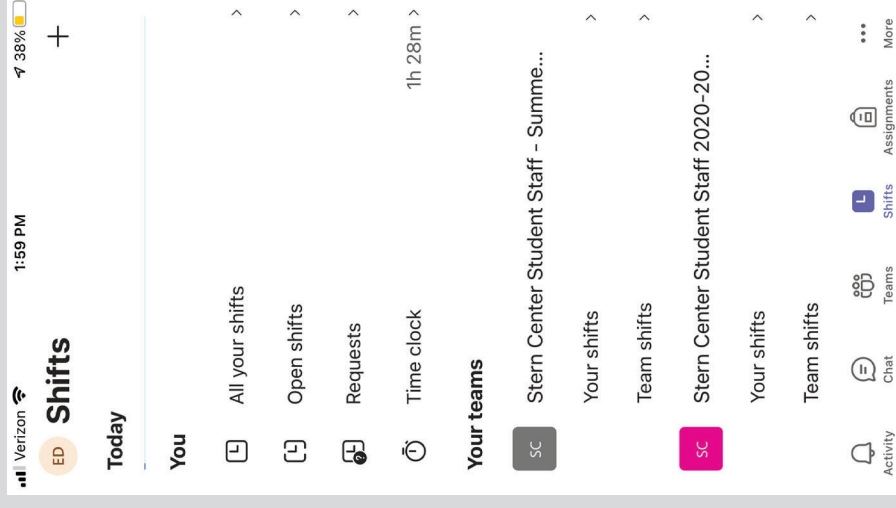


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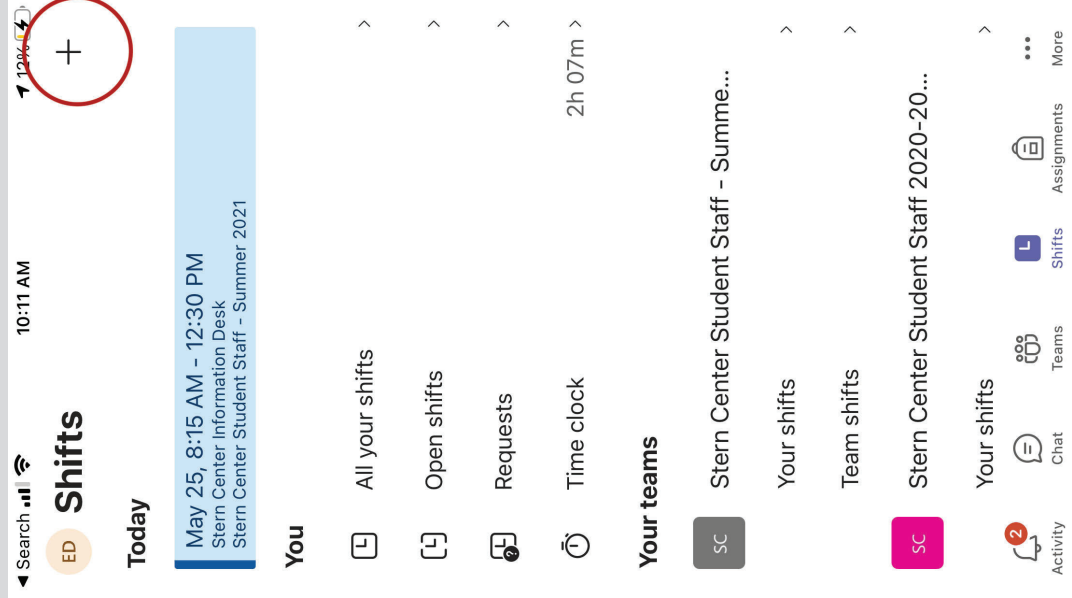


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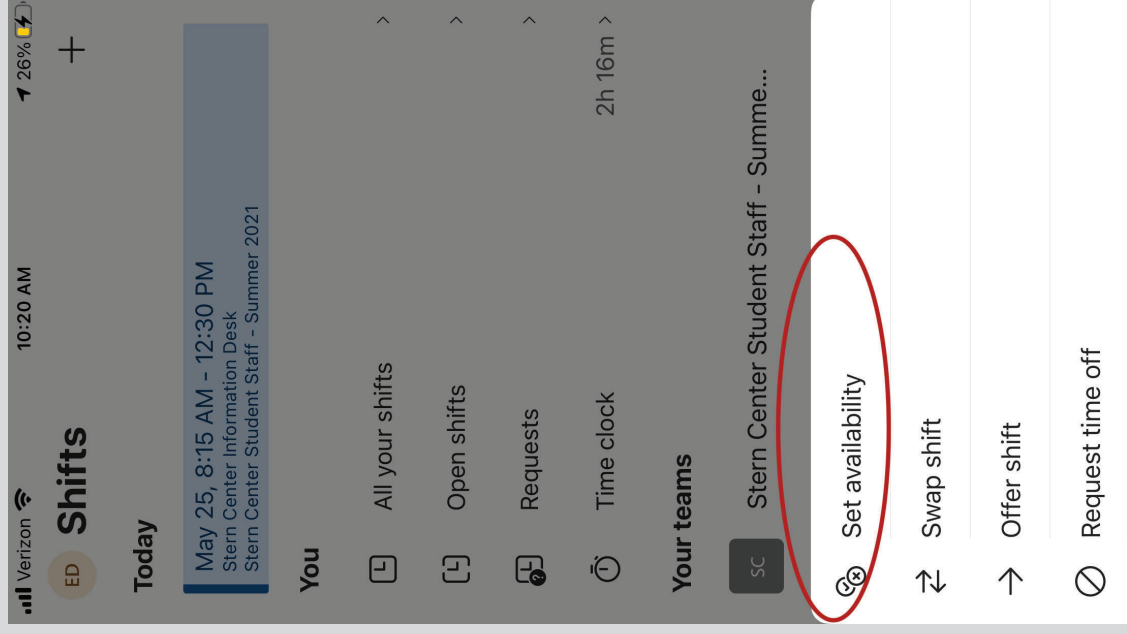


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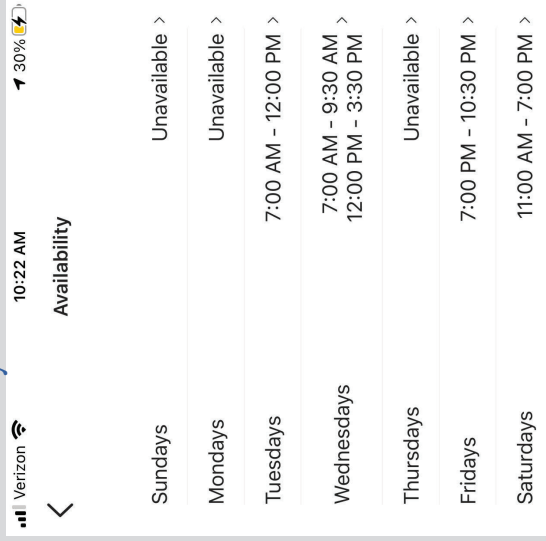


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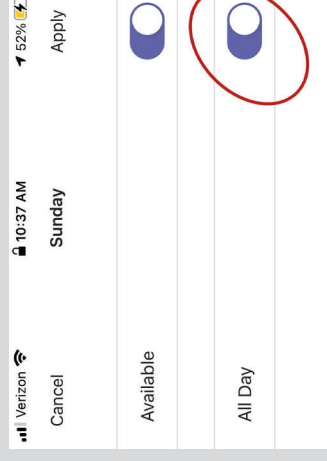
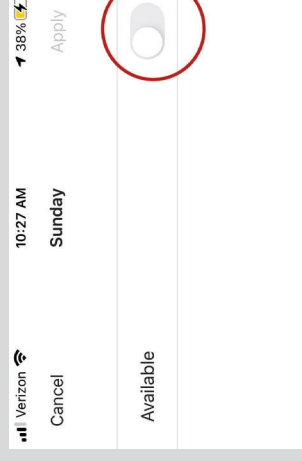
6. Press the "Set availability" option.



7. Now your screen should look something like this. To input your availability, click on each day of the week and input the times you are **available to work**.

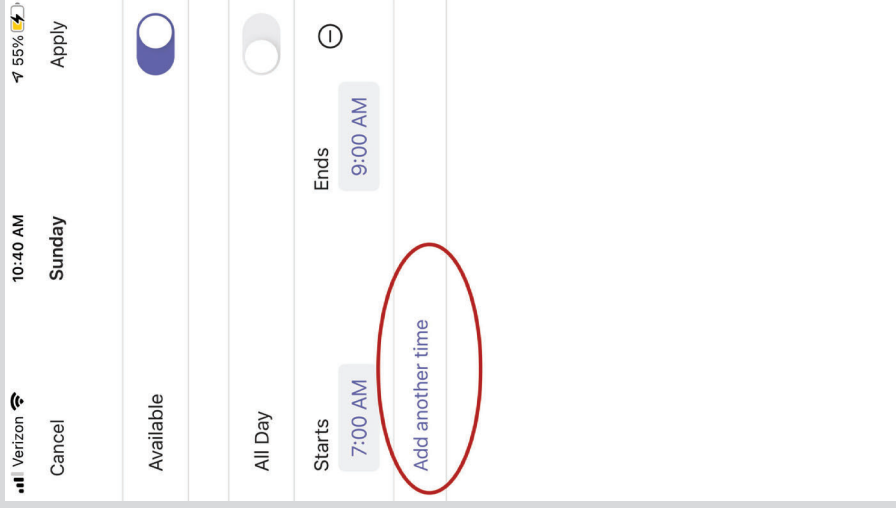


8. After selecting a day of the week, your screen should look like this. Switch the **availability toggle to on** (if you are available to work that day). The "All day" toggle will pop up. Switch the **"All day" toggle to off**, and input the times you are able to work.



If you are available to work all day, leave the "All Day" toggle on.

9. To input multiple time frames, select the "Add another time" button. Repeat step 8 for each day of the week.



For example:

If you have class at

9:00am, 12:00pm, and
1:00pm on MWF, you

would input your

availability as 7:00 AM-

9:00 AM, 2:00 PM- 10:00
PM.

The Stern Center's

Operating Hours are:

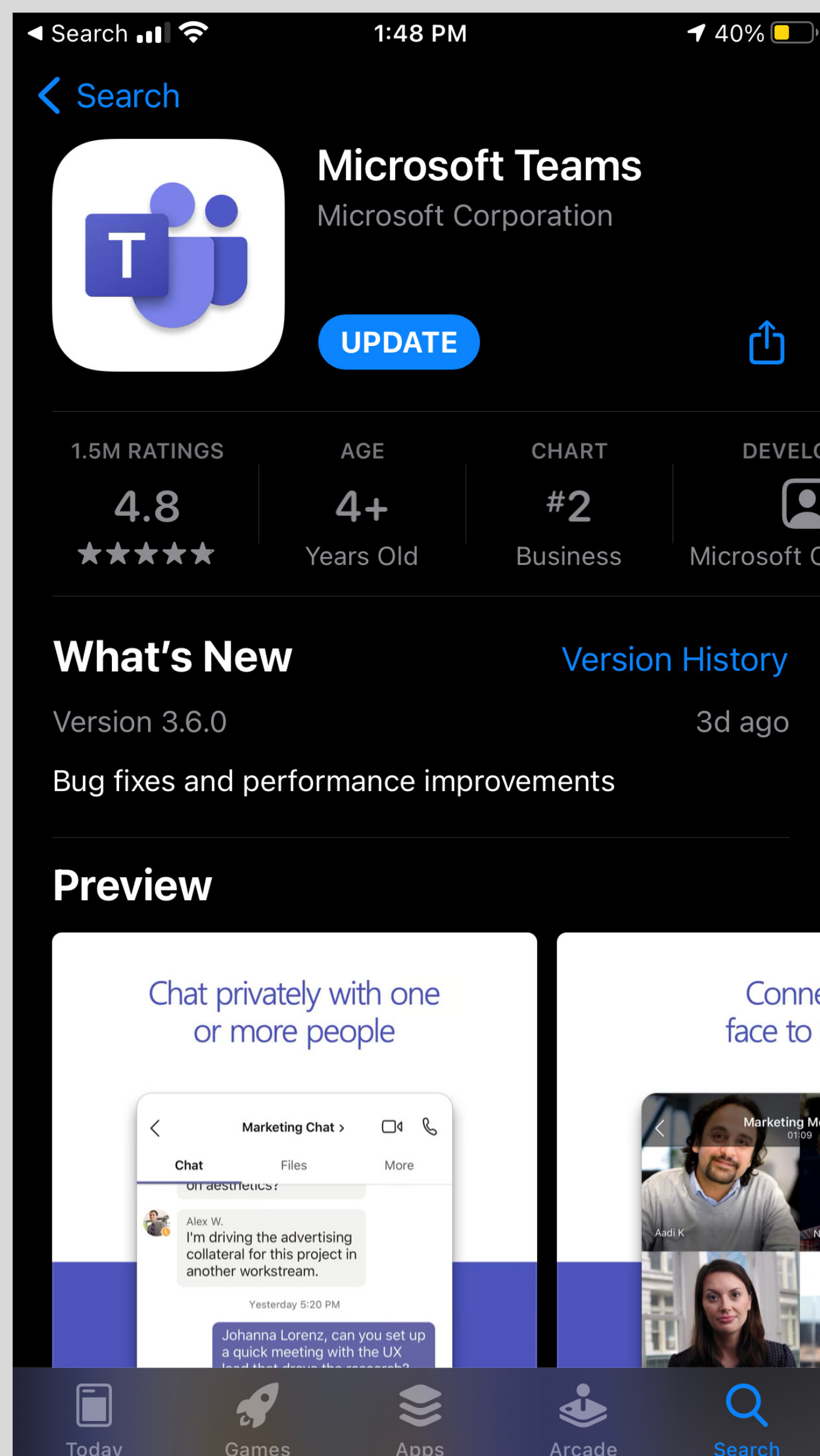
Sunday: 4pm-11pm

**Monday-Friday: 8am-
11pm**

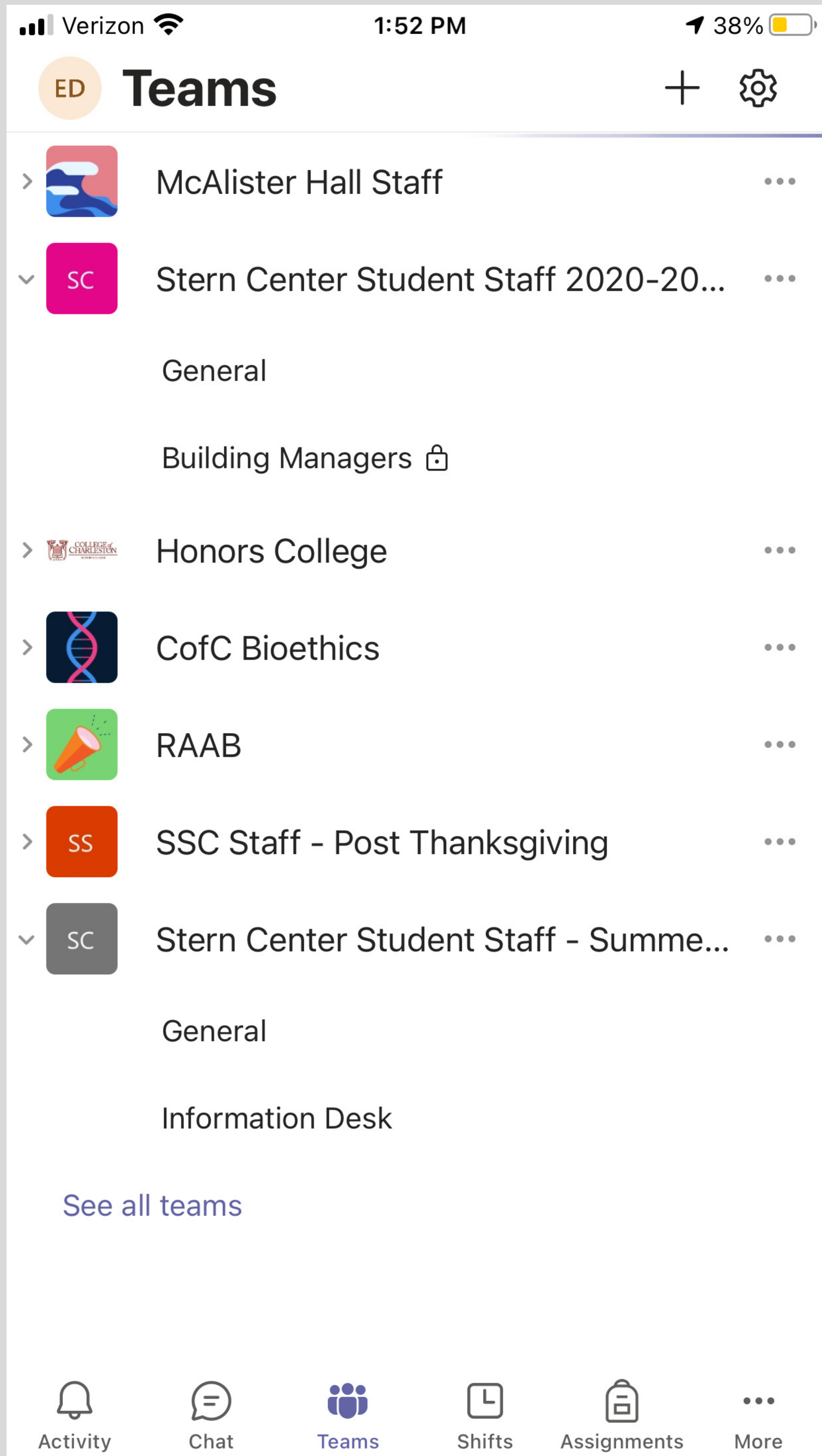
Saturday: 2pm-10pm

A "How To" Guide for using Microsoft Teams: Clocking in and Out

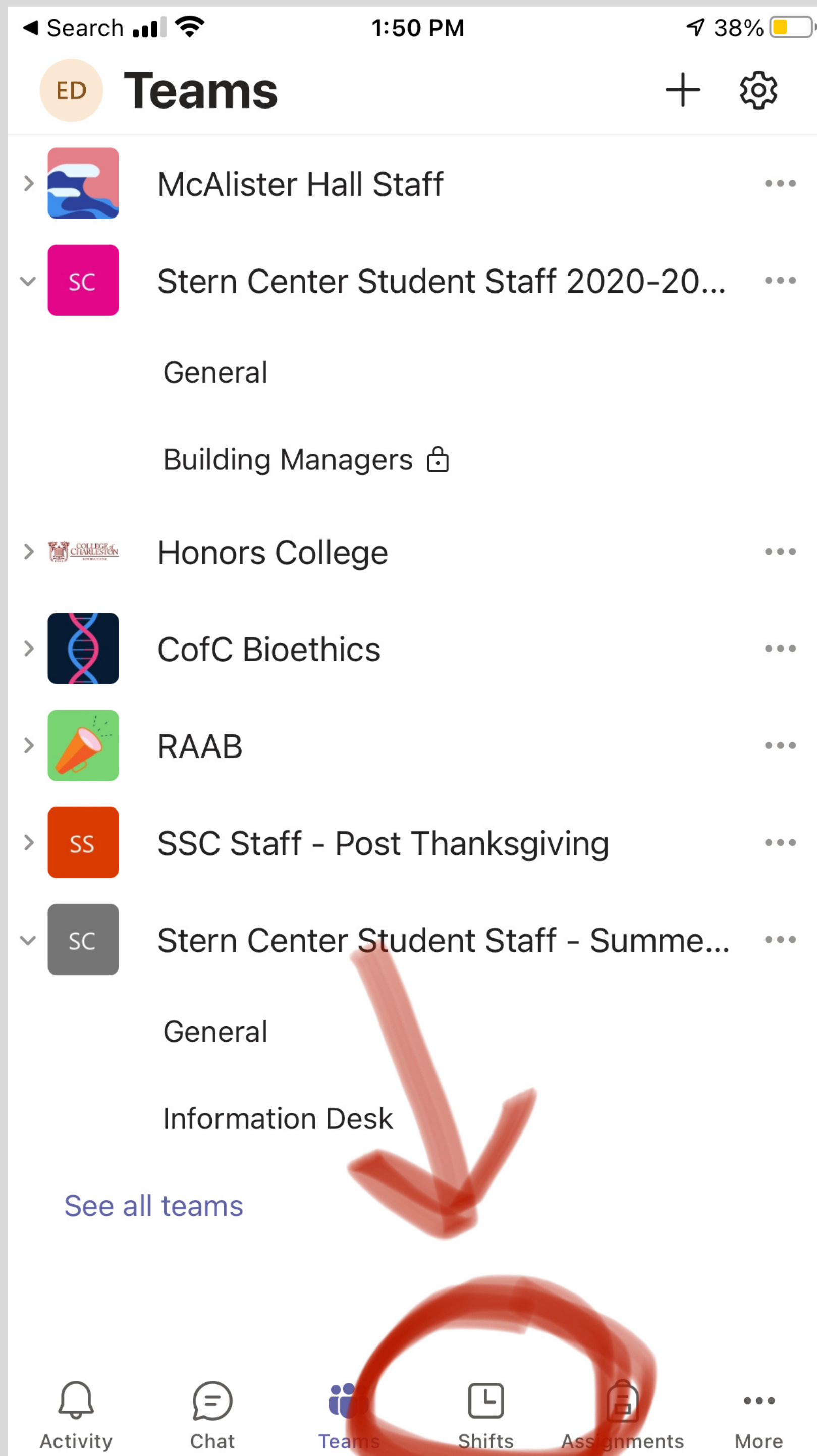
1. Download the app onto your smart phone



2. Once you log into your CofC account, you'll be able to see all of your teams!

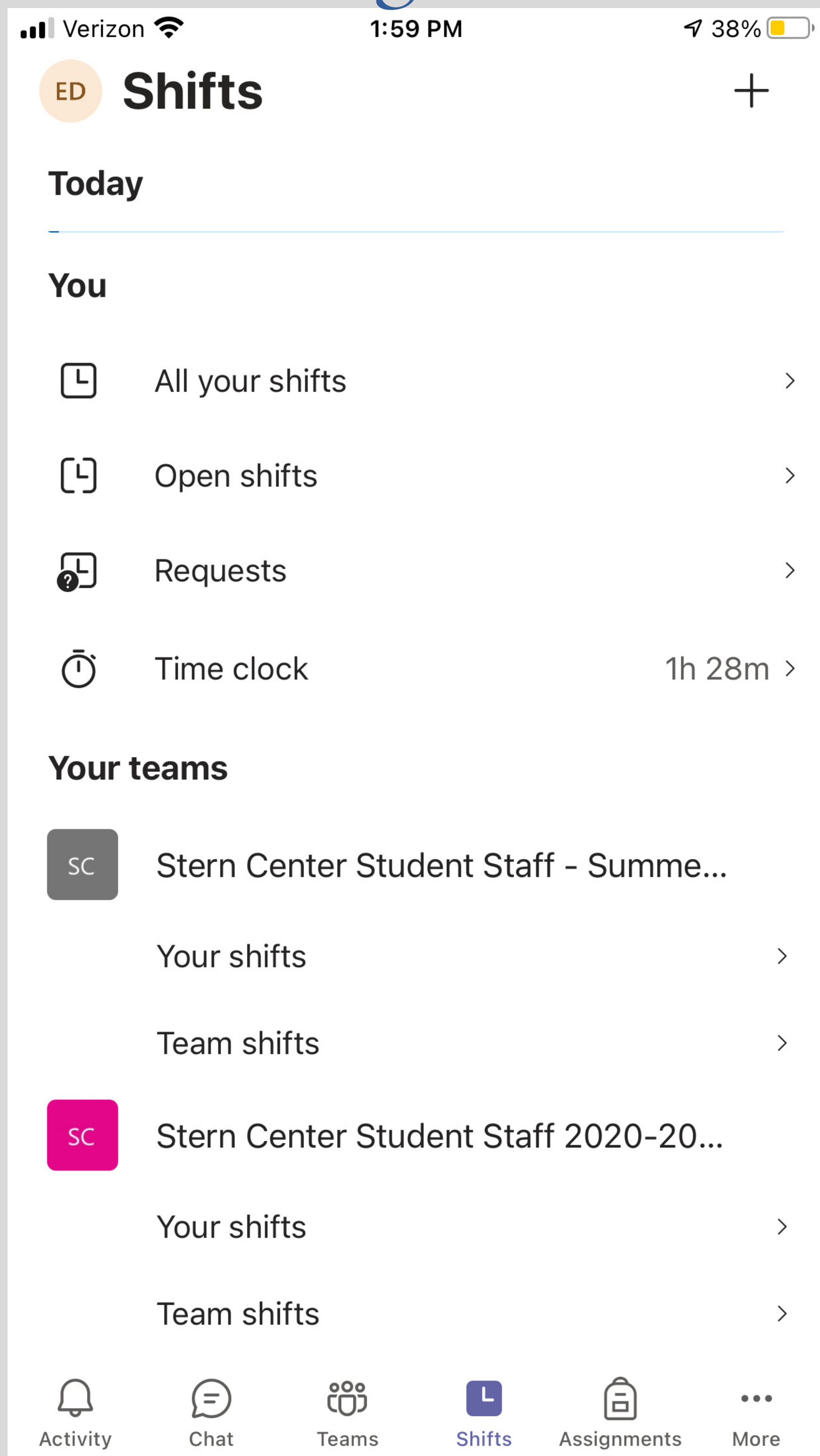


3. Click on the "Shifts" icon at the bottom of the screen to view your assigned shifts.



HELPFUL HINT: If you can't find this icon, click the "More" icon and it should be there!

4. Once you click on shifts, your screen should look something like this.



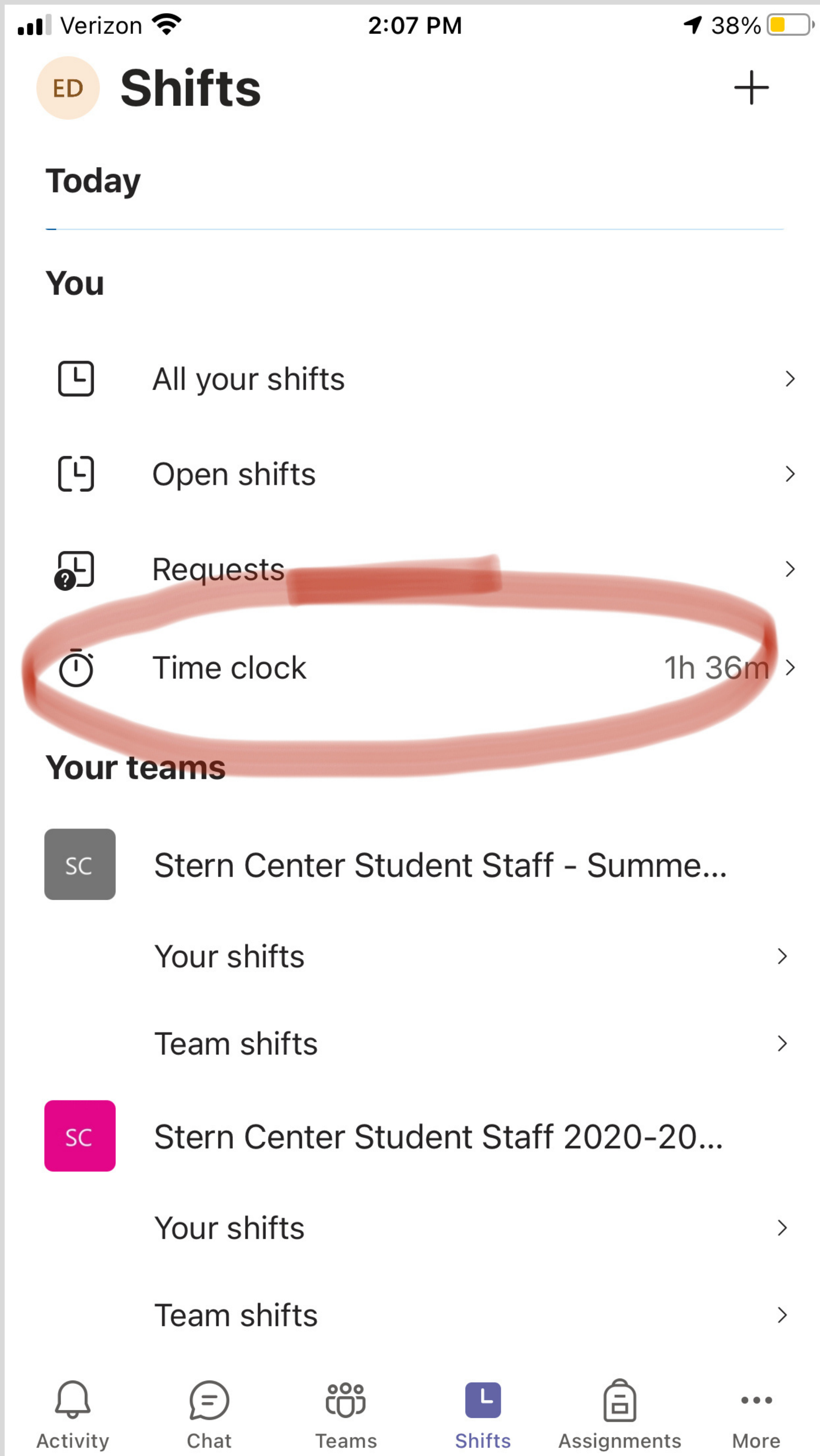
Clicking "All your shifts" will show you what you are currently scheduled to work.

Clicking "Open Shifts" will show you what shifts are "open" for the week.

You can request these shifts to work extra hours.

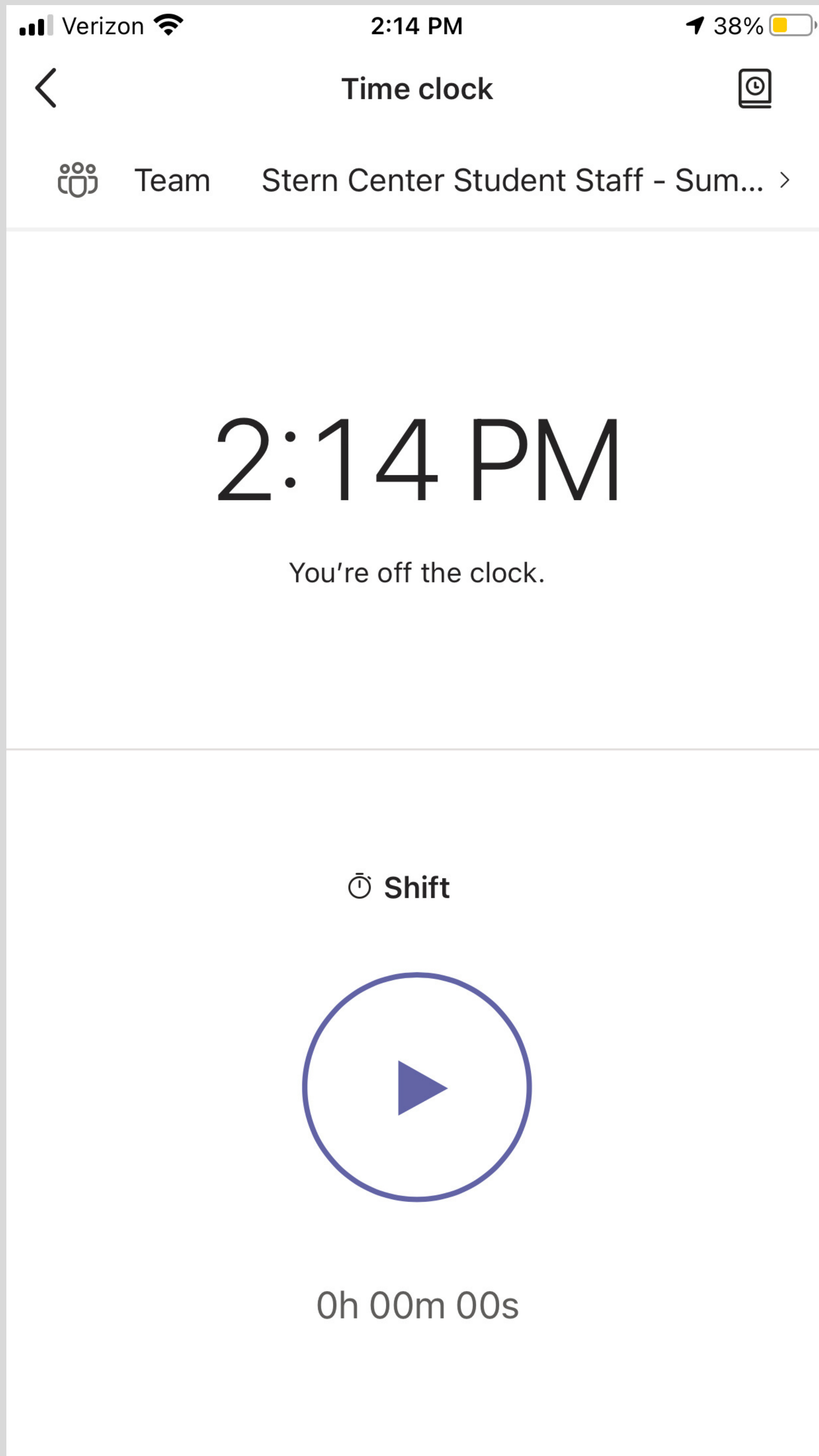
Clicking "Requests" will show you what any current requests you have for time off, covering an open shift, etc.

5. To clock in for your shift,
click on the "Time clock"
option

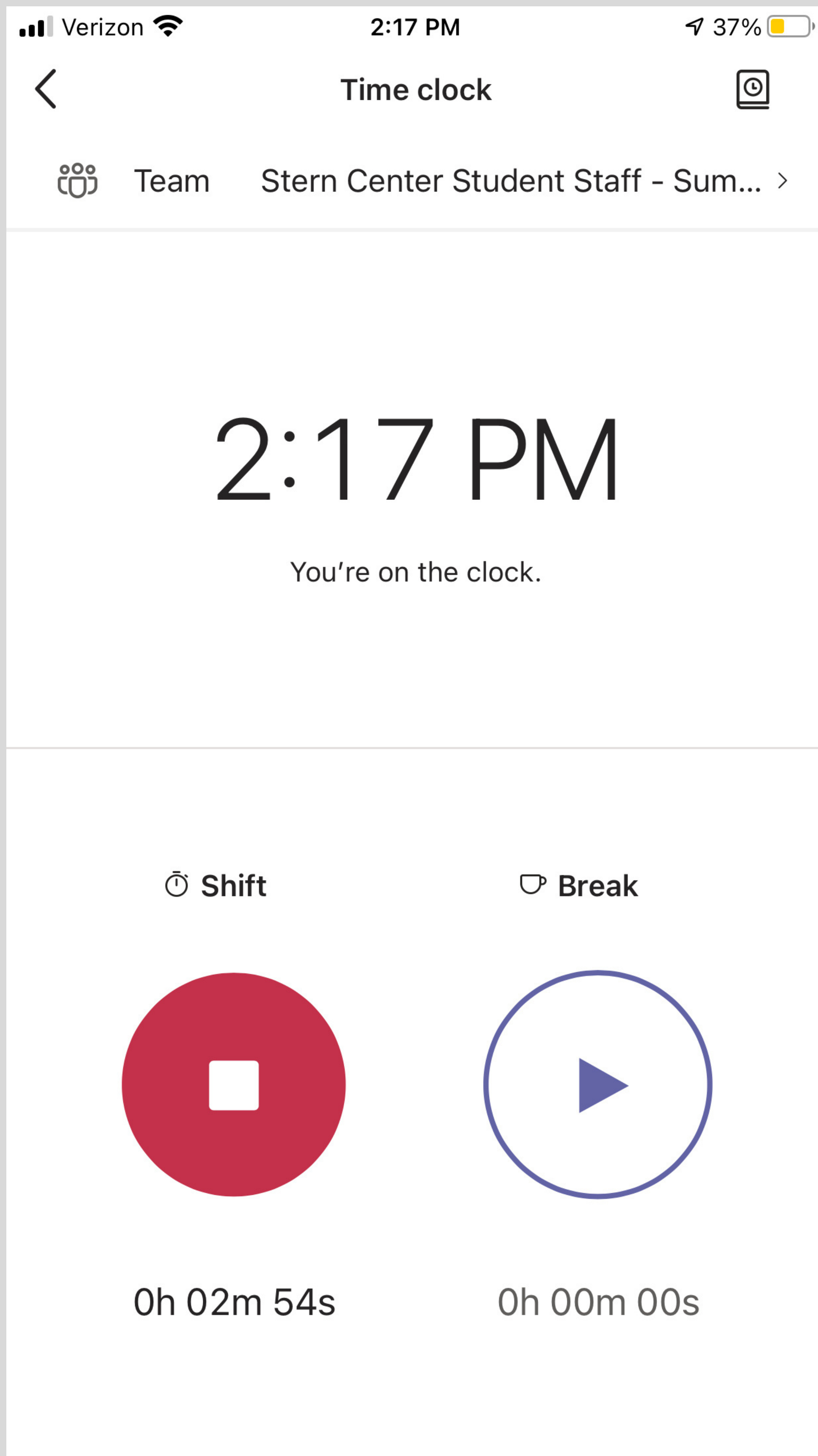


You can only
clock in and out
while you are at
the Stern Center!

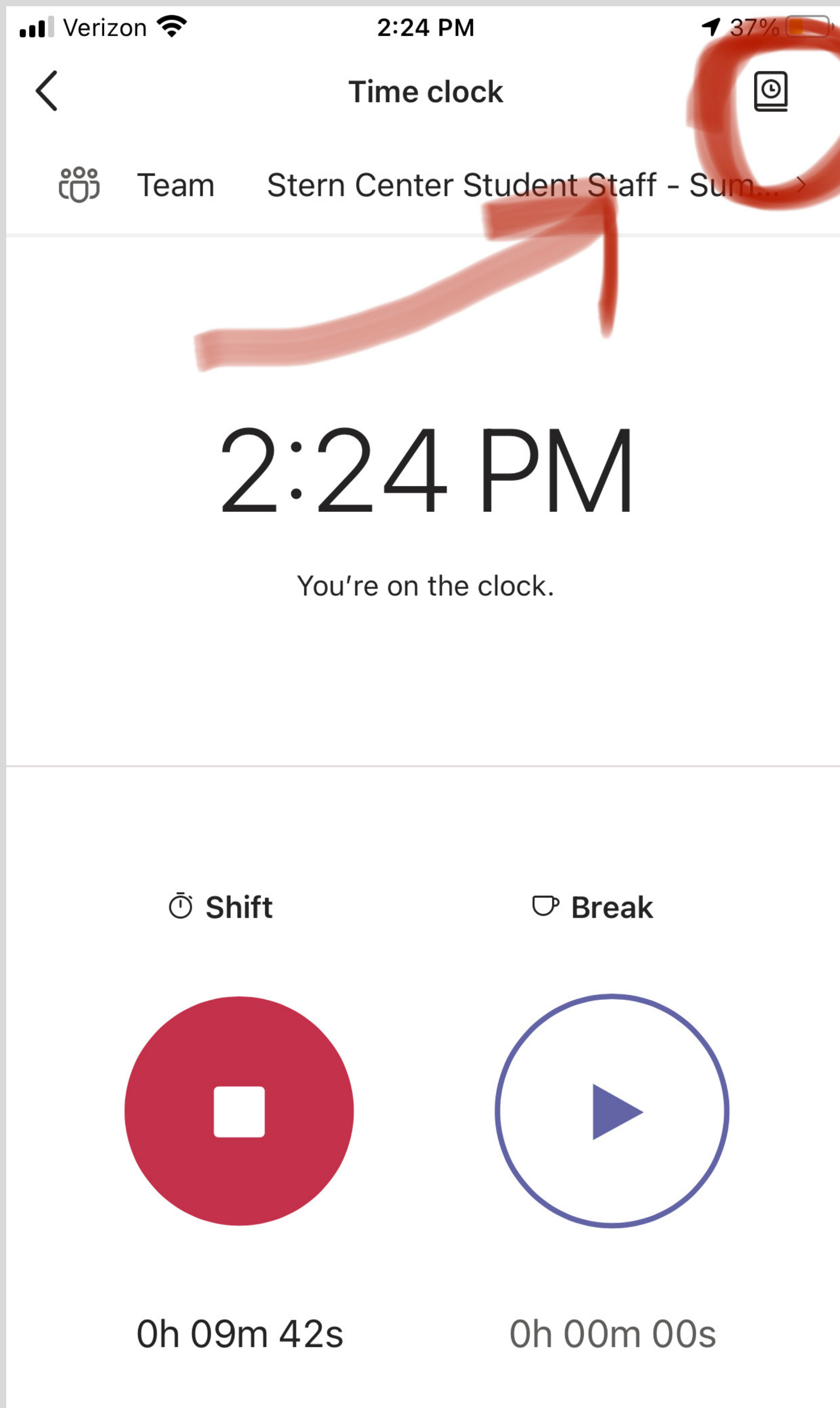
6. To officially **clock in** for your shift, press and hold the "play" icon in the center of the screen



7. Now your screen should look something like this. After your shift ends and you're ready to **clock out**, press and hold the red "stop" icon

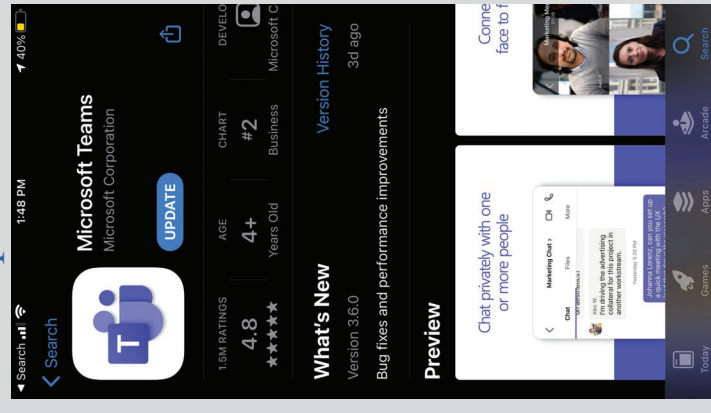


8. After you finish your last shift for the pay period, you can look back at your hours by clicking the "book" icon in the top right of the screen and log these hours into your timesheet.

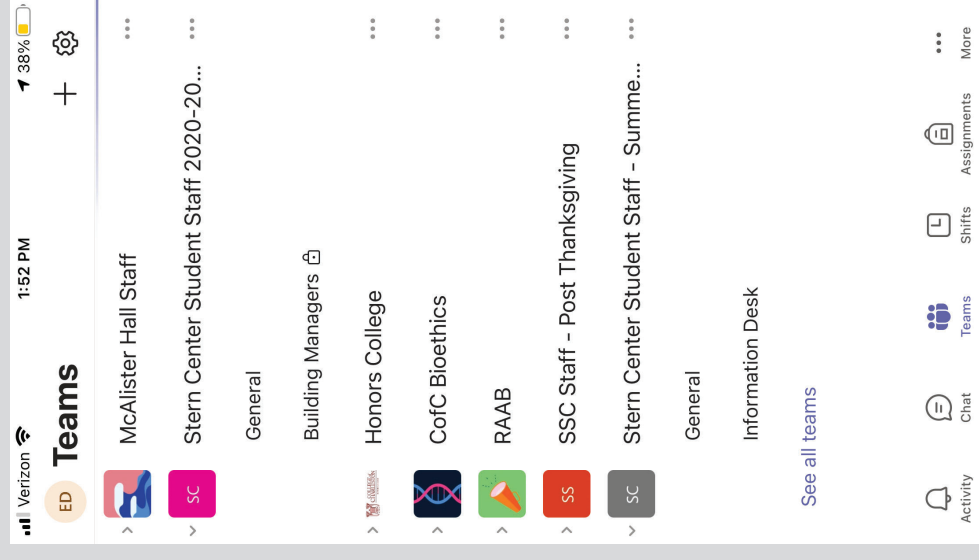


A "How To" Guide for using Microsoft Teams: Clicking in and Out

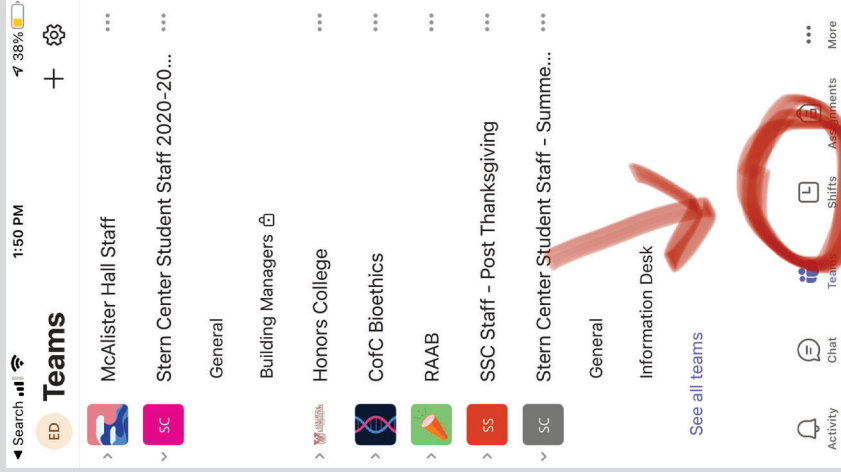
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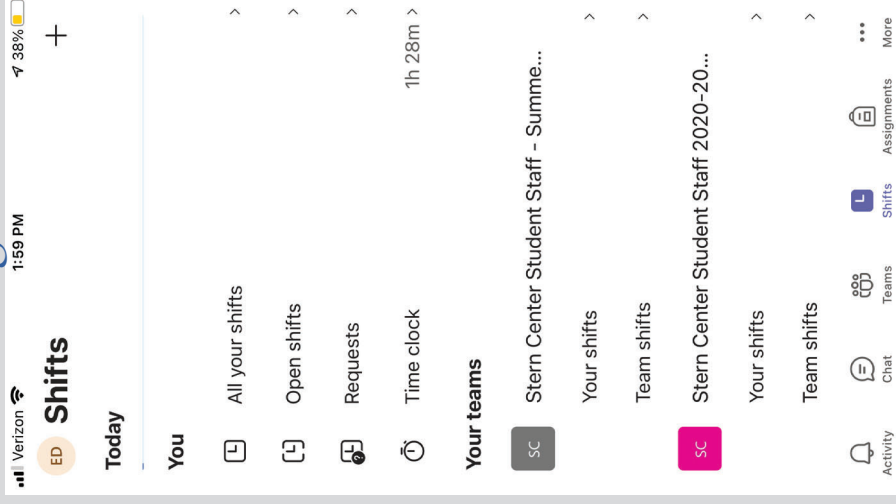


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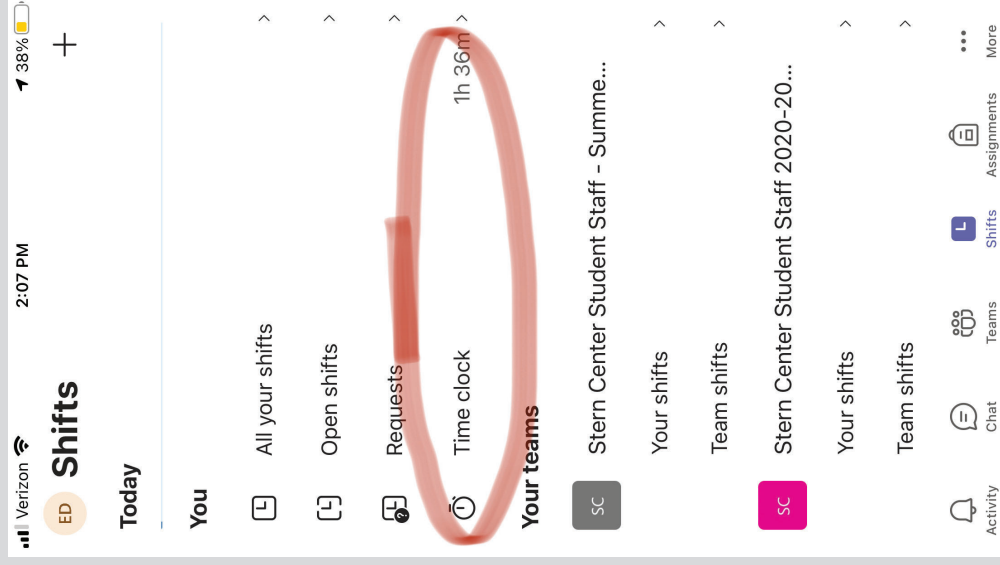


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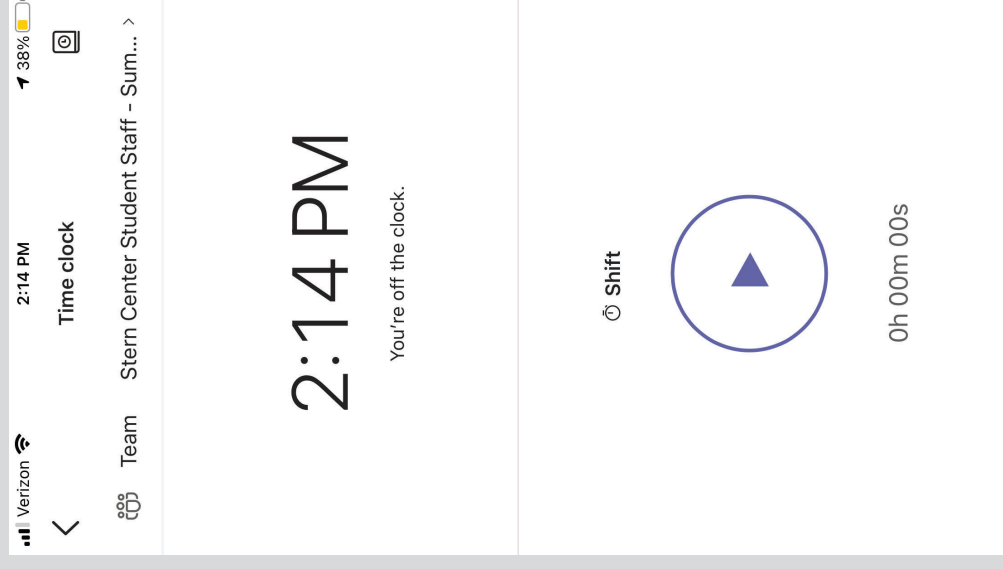
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5. To clock in for your shift, click on the "Time clock" option

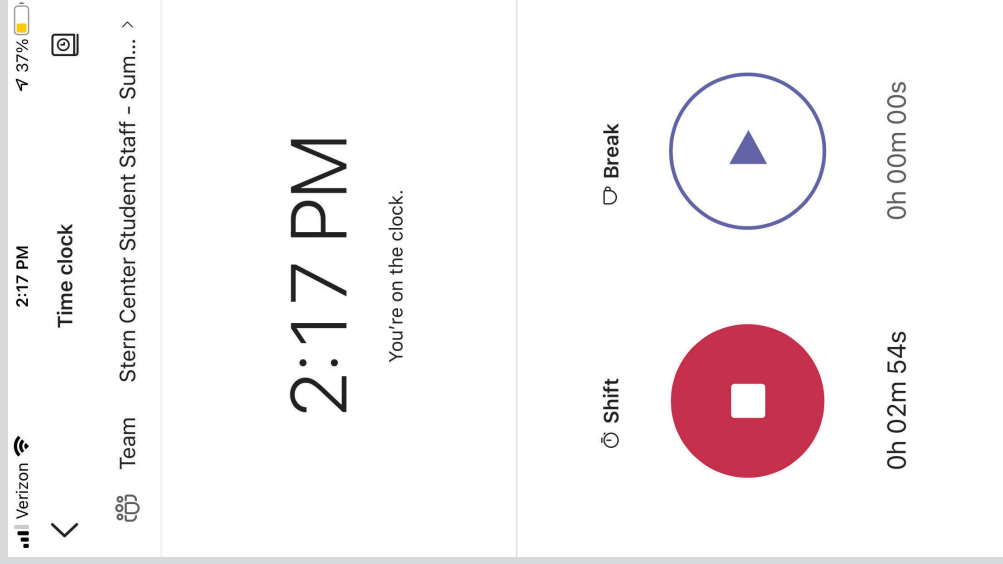


You can only clock in and out while you are at the Stern Center!

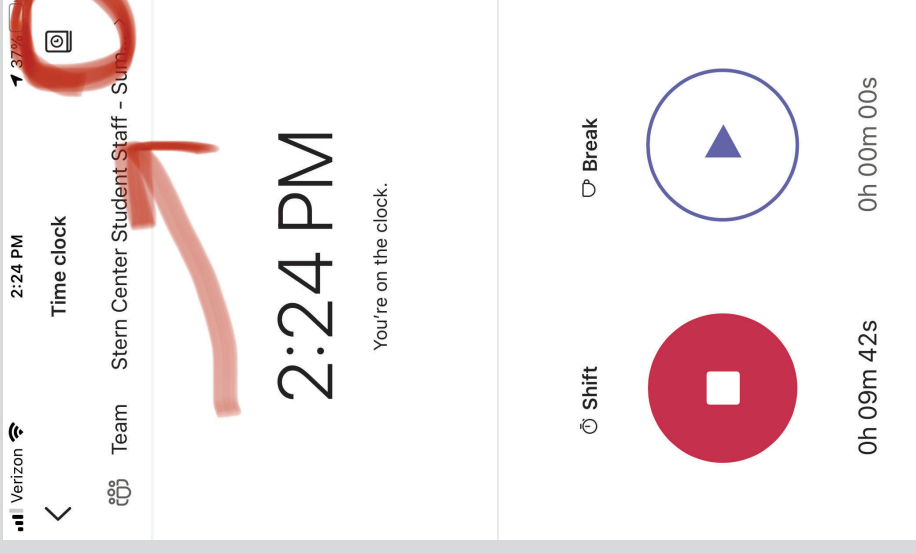
6. To officially clock in for your shift, press and hold the "play" icon in the center of the screen



7. Now your screen should look something like this. After your shift ends and you're ready to **clock out**, press and hold the red "stop" icon



8. After you finish your last shift for the pay period, you can look back at your hours by clicking the "book" icon in the top right of the screen and log these hours into your timesheet.



Stern Center



OPENING CHECKLIST



First Floor

Call Public Safety to open the building **OR** let yourself in using the opening keys (keys on the red lanyard)

Turn on all of the lights (hold the switch closest to the TV for a few moments)

Unlock the entrance doors if Public Safety wasn't called (The key is on an orange carabiner inside the Info Desk cabinets)

Fourth Floor

Unlock the set of brown doors (next to the restrooms on the fourth floor). Both of these doors should stay open during operating hours.

Unlock the Copy Center and grab the keys from the key drawer

Open the cage by pressing the "OPEN" button in the left hand corner of the copy center-- next to the phone

Turn on the TV next to the ballroom

Second Floor

Turn on the TV (button is on the very top of the left hand side of the screen)

Third Floor

Turn on the TV next the to Dean of Students Office (button is on the bottom of the screen)

HELPFUL TIPS

- Take a picture of the **key list** (inside the cabinet of the Information Desk)
- Check the Daily Event Sheet (at the Info Desk) and see if you need to unlock any rooms for early morning meetings/classes
- **If you don't have the opening key**, try to get to Stern a few minutes earlier (Public Safety can take a few minutes to get here)
- After finishing opening the first floor, **start at the fourth floor** and work your way down

Stern Center: Closing Checklist

- Call Public Safety to close the building. Lock the front doors using the key on the orange carabiner (inside the Info Desk cabinet) before your final walk through.

- Do one final walk through of the building, tell any visitors the building is closing in 15 minutes.

- Grab the Room Sheets off of the printer in the Copy Center. **Don't put the keys back yet!**

- Start placing Room Sheets in the clear holders (some are inside the rooms, others are outside)

- Remember to turn off the TVs on each floor and make sure that every room door is locked and no one is in the building.

- Go across the street to RITA and put in the Room Sheets for 101, 102, and 103. (Bring the roll of blue tape to hang up the room sheets for 102 and 103).

- Lastly, head up to the fourth floor and lock up the copy center, put away the keys, and close the brown doors

- Turn off all the lights and wait for Public Safety to arrive. Remember to Clock Out on Teams!

BUILDING DIRECTORY – Appendix E

FIRST FLOOR

Information Desk
Stern Lounge
ATMs
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
Public Safety Substation
Restrooms

THIRD FLOOR

Student Affairs Office

Executive Vice President for Student Affairs

Dr. Alicia Caudill, Executive Vice-President for Student Affairs

Michael Duncan, Interim Associate Vice-President

Susan Hartman, Executive Assistant to the Executive Vice-President for Student Affairs

Dean of Students

Dr. David Aurich, Interim Dean of Students

Ashley Daniels, Assistant Dean of Students

Jen Tomasetti, Interim Assistant Dean of Students

Molly Callahan, Student Support Coordinator and Office Manager

Honor Board

Conference Room 321

Students 4 Support – Room 322

Rachael McNamara, Health Educator, Counseling

Restrooms- ADA Accessible

FOURTH FLOOR

Student Government Association, Room 401

Copy Center, Room 404

Student Involvement & Leadership

Brittany Craig, Room 405

LaVerne Cordes, Room 406

Jill Caldwell, Room 407

Mandi Copeland, 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

POSITION DESCRIPTIONS – Appendix F

These position descriptions are a general overview of Stern Center Staff responsibilities. They are not meant to be all-encompassing; staff are cross-trained to provide maximum customer service.

Building Manager:

- Provides operational support for Stern Student Center and Student Life 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.
- Manages the Student Organization Resource Center, including checking our resources for student organizations
- Supports desk assistants and game room assistants in daily operations

Staff 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).
- Assists with the Student Organization Resource Center, including checking out resources for student organizations
- 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.

STERN STUDENT CENTER LOCKER RENTALS – Appendix G

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, fill out the Locker Request Form on CougarConnect prior to paying the locker rental fee.

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 Fee: \$20 for the semester

Payments can be made through Marketplace using credit or debit card, or by paying cash at the Stern Center Information Desk.

Reserving Lockers

- Semester locker rentals will be available beginning the first day of the summer and will conclude the end of the summer.
- Applications for locker rentals can be found on CougarConnect or the Stern Center website.
- Students requesting a locker must check-in with the Stern Center Information Desk after submitting the CougarConnect form.
- All individuals reserving a locker must show their Cougar Card.
- Semester rentals can be reserved at any time throughout the semester as long as lockers are available; however, semester rates will not be pro-rated.
- Locks are provided for each locker. Personal locks are prohibited.
- 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 Summer Responsibilities

It is the responsibility of all individuals who have reserved a locker for the summer 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.

GENERAL STUDENT EMPLOYMENT INFORMATION

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.

F.A.S.T (FACULTY/FRIENDS/FAMILY) ASSISTING STUDENT IN TROUBLE (SHARE A CONCERN)

Team Stern serves as an operational group for the Stern Center as well as a development environment. However, there are times when you may observe others who may need additional help – and do not know how to reach out. The F.A.S.T form is one resource for you to report your concerns to the Center for Academic Performance & Persistence (for academic concerns) and/or the Office of the Dean of Students (for personal well-being concerns). The form can be found on the Dean of Students website as well as My Charleston. If you ever find yourself in a situation where you are unsure, please reach out to your supervisor or another member of the Student Affairs staff for assistance.

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, develop a plan for improvement and 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 Stern Center works closely with the Career Center in student employment. The Career Center strives to provide the best possible opportunities for students; however, if you find that you are experiencing difficulties with your employer and do not feel you can resolve the challenges with your supervisor, 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 ensure 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. First-time hires on-campus will be required to attend orientations through the Career Center. Students will not be allowed to work until hire paperwork has been approved by the Career Center. There are no exceptions.

HOURS WORKED PER WEEK

Stern Student Center student employees will be scheduled an average of 10-15 hours per week, depending on availability of the student and position. This schedule complements the student's academic schedule and ensures that the work schedule will not conflict with academic progress and all-around development.

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.

