



STUDENT EMPLOYEE HANDBOOK

UNIVERSITY of **HOUSTON**
STUDENT CENTERS

Welcome!

In becoming a student staff member of the Student Centers, a department within the Division of Student Affairs, you are joining a group of dedicated, passionate, and work-oriented individuals. In addition to building experience within your specific area of service, you are also developing skill sets that will benefit you throughout your future careers. The Student Centers is commonly known as the “living room” of the campus. It’s a place where students relax between classes, have lunch with friends, and enjoy the full array of services we provide. As you’ll soon discover, the Student Centers is more than just the place you go to work—it’s your home away from home while you’re on campus.

Why should I read this handbook?

This handbook features important information on the policies and procedures of the Student Centers. In addition, this handbook provides resources such as locations and information about the various offices within the Student Centers and other facilities. It also required that every student staff employee has read this document and signed the last page.

Why do we have a Student Employment Program?

- Promotes student staff development model.
- Makes us more consistent in our processes
- Provides all student staff with clear expectations & on-going feedback.
- Makes our student employee process much more “open”
- Helps improve students “hire-ability” upon graduation
- Improves possibility of increased employee retention.

Table of Contents

Letter from the Executive Director	3
Student Centers Mission, Vision and Core Values	4
Customer Service	
› Hours of Operation	5
› Office Contact Information	6
Integrity	
› Student Centers Policies	12
› Student Centers & UH Campus Safety Resource Information	14
› General Student Employment Information	15
› Student Employee Dress Code	16
Teamwork	
› General Expectations	17
› Leadership, Training & Professional Development	17
Education	
› Role of the College Union	18
› Association of College Unions International (ACUI) Info	18
Integrity	
› Nondiscrimination & Sexual Harassment Policy	19
Financial Accountability	
› Change of Address and/or Phone Number	20
› Payroll Information	20
› Rest Periods	20
› Promotions & Raises	20
Communication & Fun	
› Student Staff Annual Schedule	21
› Annual Student Life Social Gatherings & Events	21
Other Resources	
› Employee Website & Forms	22
› Student Centers Maps	23
› Employee Acknowledgement Form	25

Welcome Aboard Student Staff Members!

We are so thankful to have you on our team. The Student Centers would not be able to function and serve the rest of the campus community without your help. If you are new, congratulations on your selection as a student staff member. If you're returning this year, Welcome Back! You are all important and integral members of the Student Centers' team. Our shared goal is to provide the campus community with the best services, programs and facilities possible.

This handbook is intended to be a guide and resource for you as a member of the Student Centers family. The Student Center (SC) facilities (SC South & SC North) are like the "downtown" part of a city. It's where you can be entertained, do some shopping, banking, enjoy a meal, have fun, and take care of business. Every day, thousands of students, faculty, staff, alumni, and guests of the University come into our facilities – and it is all of our jobs to provide them the best service possible. The appearance of our facility, the quality of our services and programs, and the friendliness of our staff create not only an impression of your individual departments, but often of the University as a whole. Every person who works within the Student Centers has the opportunity to create a positive impression with your fellow students, UH faculty and staff and our guests.

You were selected for employment for a variety of reasons: perhaps your prior work experience, your attitude, your potential, and/or your personality. In return, we hope that you will derive many benefits from working here (besides a paycheck): opportunities for personal growth and development; valuable skills & training for your future career; direct work experience; developing or enhancing your ability to work with a vastly diverse group of people; new ways of thinking; and the satisfaction of making a contribution to your university by being part of a team dedicated to be excellent representatives of the Cougar Nation. The Student Centers family strives to enhance the overall sense of community and campus life at UH.

College Unions and Student Centers like ours did not always exist on college campuses. Over a hundred years ago, an insightful group of students established the first union at the University of Pennsylvania. Today there are College Unions and Student Centers on college campuses all over the world. Our own Student Center South opened in 1967 and was renovated and reopened in 2015, along with the new Student Center North.

I encourage you to learn all you can about our services, programs and facilities in all of the different Student Centers' areas – as you may be asked many questions by our guests. In answering their questions, you will help those who come into our offices and in the process of serving them, you will learn more about your university. You can help improve our services, programs and facilities by sharing any concerns you have with your supervisors, a member of our leadership team or myself – we are all here to help you be successful!

We are glad you have joined us in this partnership of service to our campus community. Again, welcome aboard!

Sincerely,

Eve Esch,
Executive Director of the Student Centers

Student Centers Mission <https://uh.edu/studentcenters/about-us/mission-vision-values/>

In celebration of our diverse campus community, the Student Centers enrich the campus life experience by providing quality programs, services and facilities focused on student involvement, student learning and student success.

Student Centers Vision

Be a leading student center embracing the needs of the future through innovation, inclusivity, and sustainability.

Core Values**Education**

In support of the academic mission of the University, we actively seek challenges that facilitate personal and professional development for students, staff, and volunteers in a supportive learning environment.

Building Community

We recognize that there is knowledge to be gained from the backgrounds, lifestyles, experiences, differences and cultural heritages represented throughout our community and we support a safe environment where all people are valued, respected and treated with dignity.

Customer Service

We provide the highest quality of customer/student interactions while remaining flexible, responsive, and open-minded in developing and delivering programs, services, and facilities and seeking technology that supports efficient and modern practices.

Integrity

We value our personal commitment to honesty and truth that is reflected in each person's words and deeds, while holding ourselves accountable for our personal and professional responsibilities.

Communication

We practice an honest and open exchange of ideas in an environment where positive encouragement serves as the basis for our communication.

Teamwork

We provide an educational environment that promotes collaboration and synergy at all levels and share our resources, knowledge and creativity for the betterment of the department, division and the greater University environment.

Financial Accountability

We serve as financial stewards and base decisions on financial planning and projections from both an entrepreneurial, as well as from a student development perspective.

Innovation

We consistently search for new and exciting processes, methods, and ideas to positively impact the student experience at the University of Houston.

Fun

We recognize, reward, and celebrate the collective accomplishments of staff and volunteers, and perpetuate an environment that is engaging, enjoyable and supports UH Pride.

Building Hours

Regular Hours of Operation* <https://uh.edu/studentcenters/about-us/hours-of-operation/>

Student Center North & South

Monday – Thursday	7:00 am - 12:00 am
Friday and Saturday	7:00 am - 1:00 am
Sunday	1:00 pm - 12:00 am

Student Center Administrative Suite

Monday – Friday	8:00 am - 5:00 pm
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Student Center Information Center

Monday – Thursday	7:00 am - 9:00 pm
Friday and Saturday	7:00 am - 10:00 pm
Sunday	1:00 pm – 9:00 pm

Student Center South Study Rooms

Monday – Thursday	7:30 am - 8:45 pm
Friday and Saturday	7:30 am - 9:45 pm
Sunday	1:30 pm – 8:45 pm

Student Center South Games Room

Monday – Thursday	10:00 am - 11:45 pm
Friday and Saturday	10:00 am - 12:45 am
Sunday	1:00 pm – 11:45 pm

* *Additional holiday and break hours are posted on the Student Centers website.*

<https://uh.edu/studentcenters/about-us/hours-of-operation/files/building-hours-guidelines.pdf>

Student Centers Office Contact Information <https://uh.edu/studentcenters/>

Business Office **Suite 271, Student Center South • (832) 842-6260**

This office provides support to all Student Centers/Student Life units & offices by tracking overall department expenditures as well as coordinating and monitoring Student Centers' budgets. When there is any financial activity, this office tracks the expenses and the income for our department cost centers. They also assist with HR activities such as Payroll & Hiring.

CreationStation <https://uh.edu/creationstation/> **B17, Student Center South • (832) 842-6200**

CreationStation is a unique multi-service graphics center offering a full complement of services: computer graphics, banners, small and large format printing, passport pictures, button-making, balloons, t-shirts, dry mounting, laminating, faxing and more.

Student Centers Customer Relations Manager's Office (CRMs) **Rm 143, Student Center South • (346) 554-3909 *(Evenings & Weekends)***

The CRMs are the student staff members who manage the Student Centers during the evening and weekend hours. The CRM Office is located on the 1st floor of the Student Center South behind the Information Desk. CRMs assist any patrons who have questions, comments, concerns or problems to ensure their SC experience is a successful one. The CRMs also ensure that patrons observe Student Centers and University policies. The CRMs work closely with staff from the following Student Centers units/offices: Student Centers Operations, Student Centers Event Services (Conference and Reservation Services, Event Set-Up Crew, & Audio Visual Crew), Student Center Games Room, and A.D. Bruce Religion Center in fulfilling their job functions.

Student Centers Event Services Conference and Reservation Services Office (CARS) **Suite 271, Student Center South • (832) 842-6167 <https://uh.edu/studentcenters/reservations/>**

The CARS office assists registered student organizations (RSO's), campus departments and external groups reserve space in the Student Centers, outdoor spaces like Butler Plaza or Lynn Eusan Park, and for RSO's only, they book some classrooms spaces. The CARS team processes and coordinates reservations and directs the overall set-up process for reservable rooms/spaces. The Student Centers Event Services Set-Up Crew coordinates all cleaning, set-up and tear-down of equipment for meeting rooms and event spaces. The Audio-Visual Crew coordinates audio-visual needs for special events, conferences, lectures, etc. that require on-site support and supervision within the Student Centers. A Daily Event Schedule is posted in various display areas around the Student Centers as well as on the Student Centers website under "Event Schedule". On the website under "Student Centers Event Services" you can also access forms, policies, room information/layouts, pricing, facility maps as well as additional resources to assist with any planning needs for meetings, conferences, and special events.

Student Centers Games Room <https://uh.edu/games/> **B30, Student Center South • (832) 842-6202**

The Games Room is where fun and games are found on campus. Located on the Ground level of the Student Center, the Games Room includes a twelve-lane bowling center, billiards tables, table tennis, an arcade with pinball and the latest videogames, and a newly-opened E-sports area called COOGArcade. Bowling leagues are formed each semester and a variety of tournaments take place throughout the school year. The Games Room is also available for individual or group usage/reservations for a rental charge.

Student Centers Information Center
First Floor, Student Centers South • 832-842-6257

The Information Center is available to the general University of Houston community as well as to the members of the visiting public. The Center provides information on a variety of campus-related services and activities to the general University of Houston community and serve as the lost and found location for the facility. Study rooms can be requested/reserved through the information center as well.

Student Centers & Student Life Marketing
Suite 271, Student Center South • (832) 842-6262

These units focus on the overall marketing, university community outreach, and advertising aspects for each center within Student Life cluster of the Division of Student Affairs. This area also serves as the liaison for new marketing initiatives for the retail and resource tenants of the Student Center. Additionally, these units help coordinate university and Student Center specific events, communication, and assist with social media, design, websites and marketing.

Student Centers Facilities & Operations <https://uh.edu/studentcenters/facility-info/resources/>
Suite 271, Student Center South • (832) 842-6260

This unit serves as the central contact point for all units/ offices within the Student Centers. The unit also serves as the management liaison to all contracted/lease operations, assures overall department quality control, environmental safety and emergency management, overall equipment and inventory control, key access and building access and customer service initiatives. This unit prefers use of the on-line Work Order Request Form to report any work needed within the facilities. This unit also tracks & distributes access to SC Vehicles and drivers and issues uniforms and nametags to all SC employees.

Student Centers Policy Board (SCPB) <https://uh.edu/studentcenters/about-us/policy-board/>
Suite 271, Student Center South • (832) 842-6260

This group's primary purpose is as an advisory board for the Student Centers. Policy considerations encompass all aspects of the Student Centers operation, exclusive of compensation and employment decisions. SCPB's membership is comprised of thirteen (13) currently enrolled students and six (6) non-students (two faculty members appointed by Faculty Senate and two staff members appointed by the Staff Council) as voting members. The Assistant Vice President for Student Affairs – Student Life; Executive Director – Student Centers, Associate Director for Student Centers; and the Director for the Center for Student Involvement, serve as ex-officio, non-voting members.

Shasta's Cones & More <https://uh.edu/studentcenters/dine-shop/shastas/>
Rm 162, Student Center South • (832) 842-6273

This student-led and operated retail operation provides student employees with an out-of-the- classroom experience focused on student learning/development in a retail business setting. Shasta's focuses on the sale of premium ice cream as well as additional specialty items such as gourmet hot chocolate, bulk candy and fair-trade Coffee by Katz Coffee. You can also get your Espresso, ICEE or Dr. Pepper cravings taken care of here, too.

Offices within the Student Centers

Center for Student Advocacy & Community (CSAC) <https://uh.edu/csac>
Suite N201, Student Center North • (713) 743-6047

The Center for Diversity and Inclusion (CDI) fosters an inclusive university community by providing services, programs, and support that engage, empower, and educate our highly diverse student population and campus partners. CDI engages campus by providing cultural dialogues, university program partnerships, and highlighting organizations and services that promote diversity and inclusion. CDI empowers students to celebrate and appreciate their cultural heritage and others by offering transformative diverse campus programming and by providing leadership experiences that maximize their potential. CDI educates the University of Houston campus by offering meaningful educational programs, lecture series, and workshops that advance diversity education and cultural competence. B12

Center for Fraternity & Sorority Life (CFSL) <https://uh.edu/cfsl/>
N101, Student Center North • (832) 842-4955

The CFSL supports the mission of the university by providing opportunities for student learning and development through Fraternity & Sorority membership. Fraternity & Sorority Life includes direct advisement for our chapters and councils (National Pan-Hellenic Council, Houston Panhellenic Council, Multicultural Greek Council, Latin Greek Council and Interfraternity Council). CFSL provides UH students with opportunities to develop as individuals, chapters, councils and as a community through educational programs designed to support the integration of fraternal values into daily life. CFSL is also home to the Order of Omega, a leadership honorary society for high-achieving fraternity & sorority men and women.

Center for Student Involvement (CSI) <https://uh.edu/csi/>
N103, Student Center North • (832) 842-6245

The Center for Student Involvement provides services for Registered Student Organizations, leadership programs, volunteer/civic engagement, major event and traditions and supports the University Sponsored Organizations at the University of Houston. There are more than 400 student organizations at UH, and CSI provides resources such as event registration, organization registration, mailboxes and limited carrel space. University Sponsored Organizations are located on the 1st Floor of the Student Center North, including Student Program Board (SPB), Homecoming, Frontier Fiesta, Activities Funding Board (AFB), Council for Cultural Activities (CCA) and the Metropolitan Volunteer Program (MVP). These organizations receive their funding through student activity fee dollars and program for all UH Students.

Activities Funding Board (AFB) <https://uh.edu/afb/>
N103, Student Center North • (832) 842-6245

Activities Funding Board (AFB) is a student-run financial organization which allocates student services fees to UH registered student organizations. The funding is allocated for two different areas: programs on campus and attending conferences.

Council for Cultural Activities (CCA) <https://uh.edu/cca/>
N118, Student Center North • (832) 842-6224

Council for Cultural Activities (CCA) is a university-sponsored organization that promotes cultural awareness at the University of Houston by supporting cultural and diversity-related registered student organizations and events on campus.

Frontier Fiesta Association <https://www.uh.edu/fiesta/>
N116, Student Center North • (832) 842-6235

Frontier Fiesta is a student-run, student-led festival hosted by the University of Houston to promote scholarship, community, and education in the University of Houston students, staff, and faculty, as well as in the Houston community. Frontier Fiesta is a diverse showcase for the talents of the University of Houston student body. Each year a piece of our campus is transformed into a fully functional town called “Fiesta City.” Frontier Fiesta features live concerts each night, variety shows by student organizations, carnival booths, multicultural performances, a BBQ Cook-Off, and other fun activities.

Homecoming Board <https://uh.edu/homecoming/>
N116, Student Center North • (832) 842-6235

Homecoming at the University of Houston is one of the oldest and dearest traditions on campus. The mission of Homecoming Board is to encourage campus pride in the student body that will translate into a life-long support for the University of Houston. Homecoming is more than a football game. It is a week celebrating the University of Houston, uniting students and organizations, and showcasing Cougar Pride and Cougar Spirit during one of the oldest traditions on campus. Each day of Homecoming there are different events for students, alumni, and the UH community. Enjoy Homecoming classics such as Strut Your Stuff, Banner Competition, and Block Party, and discover the new events each year!

Metropolitan Volunteer Program (MVP) <https://uh.edu/mvp/>
N119, Student Center North • (832) 842-6234

The Metropolitan Volunteer Program is a fee-funded, student-run organization that coordinates volunteer opportunities on campus and in the community for University of Houston students. MVP’s mission is to nourish a spirit of volunteerism and enhance the educational experience of students, and to support the communities in need in the city of Houston. MVP strives to be a resource to the University and Houston communities through volunteer efforts and advocacy for social justice.

Student Program Board (SPB) <https://uh.edu/spb/>
N115, Student Center North • (832) 842-6217

The Student Program Board is a student fee-funded, student-run organization that strives to bring the best and brightest entertainment to the University of Houston. The mission of SPB is to bring quality educational and entertaining programs that enhance the quality of life of students at the University of Houston. SPB is a laboratory where students develop leadership skills and acquire knowledge that will benefit their overall academic experience.

Registered Student Organizations (RSO) <https://uh.edu/csi/rso/>
N120, Student Center North • (832) 842-6217

There are over 400 registered student organizations at the University of Houston! No matter who you are or where your interests lie, there is a place for you amongst our student groups. Enrich your learning experience and join the organization that matches your interests. Student organizations are open to all enrolled University of Houston students. For more information, please contact the Center for Student Involvement at uh.edu/csi or 832-842-6245. You can visit <http://www.uh.edu/getinvolved> to find more information about registered student organizations at the University of Houston.

Center for Student Media (CSM) <https://uh.edu/csm/>
N221, Student Center North • (713) 743-5350

COOG TV <https://www.coogtv.com/>

CoogTV is a student-run television network that gives students the unique opportunity to develop television shows, commercials, and special features that inform, educate, and entertain the University of Houston. Students can experience the entire process from conception to air and have the opportunity to work in phases. Student leaders in COOG TV gain skills such as script writing, editing, lighting, etc. along with networking opportunities and learning to work as a team to achieve a common goal.

COOG Radio <https://coogradio.com/>

COOG Radio is student-fee funded organization on campus. We provide students an outlet to express themselves over the airwaves as well as hands on experience in broadcast journalism. It is music chosen by students for students.

The Cougar <http://thedailycougar.com/>

The Cougar is the official student-run publication of the university. The Cougar is published every other Wednesday during the fall and spring semesters and online daily.

Dean of Students Office <https://uh.edu/dos/>
S256, Student Center South • (832) 842-6183

The Dean of Students office is here to help students succeed! Home to Student Advocacy Services, Commuter Student Services and Parent & Family programs, the DOS team also oversees the management of student conduct, alcohol policy and campus programs for minors. The Dean of Students staff are your student success advocates!

DSA IT Services <https://www.uh.edu/saits/>
Suite 271, Student Center South • (832) 842-6154

DSA IT Services provides support for all computers, websites, and department-specific applications for all departments within the Division of Student Affairs.

Office of International Student and Scholar Services (ISSO) <https://www.uh.edu/oisss/>

N203, Student Center North • (713) 743-5463

ISSO provides assistance to students and scholars from all areas abroad. The staff seeks to guide students and scholars through their acclimation process into the U.S. and the University culture as a whole. Students and scholars can make individualized appointments to help fulfill their needs. With services ranging from helping F-1 and J-1 visa students maintain their status to financial assistance, they want to ensure students and scholars have a smooth transition to Houston.

**Student Government Association (SGA) <https://uh.edu/sga/>
N220, Student Center North • (832) 842-6225**

The Student Government Association (SGA) is elected to represent the University of Houston students and serve as a liaison between the students and the UH administration, the UH Board of Regents, and State of Texas entities, including the legislature and the Higher Education Coordinating Board. SGA is committed to understanding and representing the needs of UH students. SGA shares in governance of the University of Houston, in part through the appointment of over 75 students to University-wide committees that provide guidance for everything from parking and transportation to food service. Students are encouraged to become a part of SGA, either through election to office as a senator or president/vice president, serving on a committee, being appointed to any open seat in their college, or being appointed to a special task force or the SGA Court of Appeals.

**Women and Gender Resource Center (WGRC) <https://uh.edu/wgrc/>
B12, Student Center South • (713) 842-6191**

The Women and Gender Resource Center is here to promote a campus that is gender-inclusive and welcoming for all students, faculty, and staff through education, awareness, advocacy and empowerment. The WGRC hosts several annual programs such as Take Back the Night. We offer referral services and resources for campus and community assistance with issues related to gender identity, family planning, and professional development. With a focus on research and understanding, we provide a safe space for students, faculty, and staff to discuss and grow from their experiences.

**Veterans Services Office <https://www.uh.edu/veterans/>
N202, Student Center North • (832) 842-5490**

Over 1600 veterans and their family members call the University of Houston home. This office helps veterans and their families find their direction as well as provide support in their quest to achieve success on their continued path. Whether you need help with the GI bill, recertification, or are called to active duty, we will stand with you.

Student Centers Partners

**University Auxiliary Services <https://www.uh.edu/af-auxiliary-services/>
& Chartwells <https://dineoncampus.com/uh>**

The Student Centers has agreements with University Auxiliary Services for the operations of the retail dining, catering and campus store. This partnership is important as we work to provide the best services possible for the students. Auxiliary Services has contracted with Chartwells to run the dining and catering operations on campus. Current retail dining options are ChickFILA, McDonalds, Panda Express, Mondo's Subs, Asado and Starbucks. The also operate the Market convenient store on the first floor.

**Follett at the University of Houston <https://www.bkstr.com/houstonstore>
SB1 & S130, Student Center South • (713) 748-0923**

Enjoy one-stop shopping at your campus store. The store is more than a store where students buy required textbooks and school supplies. It is a place to find computer software supplies, electronic merchandise, current best sellers, clothing, emblematic gifts, greeting cards, on-campus living supplies, art supplies, posters, stuffed animals, and more. The bookstore provides services that complement the academic environment and supports its diverse needs economically & efficiently. manner.

**TDECU- Your Credit Union <https://www.tdecu.org/>
S144 Student Center South • (800) 839-1154**

Your on-campus premier financial institution, TDECU offers a full line of products and services to meet the needs of students, faculty, staff, and registered student organizations including:

- FREE Checking that earns interest & FREE Debit Card; FREE Online Banking with Bill Pay
- FREE Mobile Banking FREE e-Statements;
- Over 55,000 surcharge-free ATM locations, including 5 on campus at the University of Houston
- 20 TDECU branches throughout the greater Houston area with convenient hours to serve you

Student Centers Policies

<https://uh.edu/studentcenters/reservations/policies/facilities-use-policies-and-procedures-v2.pdf>

What You Need to Know

Animals

Animals are prohibited in the Student Centers unless the animals aid those with special needs.

Bicycles, Skateboards, Rollerblades, Etc.

Bicycles, Skateboards, Rollerblades, shoes with wheels, scooters, etc may not be used within the Student Centers. Bicycles are only to be parked or secured at designated bicycle racks outside each facility. It is preferred that skateboards and scooters also be left in the appropriate racks in the Student Center South.

Food and Beverage Policies

It is preferred that student employees who have customer-facing positions refrain from eating in front of guests. Please work with a fellow employee to cover if staffing allows.

Groups holding meetings or events serving food and beverages within the Student Center can choose from the following options:

- Contract services through [UH Dining Services](#). This option is mandatory if alcohol is being served.
- Contract services through a licensed and insured off-campus caterer.
- Purchase pre-packaged food and beverages.

For more information, please refer to the complete version of the Food and Beverage Policies available in the Conference and Reservation Services (CARS) Office, Suite 271. uh.edu/studentcenters/reservations

Key Control

As an employee of the Student Center, you may be given access to a set of keys for your specific role. You should check out and in the keys from the keywatcher at the beginning and end of each shift. All lost or stolen keys should be reported immediately to your supervisor. Any replacement for lost or stolen keys will result in a charge to your office/area and a written notification from your supervisor.

Lost and Found

The lost and found is located at the Information Center in the Student Center. Once per week the lost items are transferred to the [UHDPS](#) Office. For more information, please contact the Information Desk at (832) 842-6256 or UHDPS at (713)743-0620.

Parking Information

All vehicles parked on campus must display a valid UH Parking permit. For more information, please contact their office <https://uh.edu/af-university-services/parking/>, call (832)842-1097, or email parking@uh.edu. The loading dock is for loading and unloading only. The Student Centers has three parking spots outside of the Theater that are also intended for short-term parking and require a tag indicating that they have been given permission to use the space by Student Centers Administration.

Personal Electronics

Student Staff are not permitted to use personal electronic devices (e.g.: laptops, iPods, cell phones, etc.) while on duty unless permission is provided by your manager.

Personal Use of Telephones, Office & Other Building Equipment

Telephones, offices, and other building equipment are not for personal use unless you receive permission from your supervisor.

Reservation Information

To reserve a meeting room or indoor/outdoor table spaces within the Student Centers, please contact Conference and Reservation Services (CARS) Office. The CARS office is in Suite 271, Student Center South and staff can be reached at (832) 842-6167.

Security

Please secure all of your belongings in a safe place. Please report suspicious individuals and security breaches to your supervisor or to the UHDPS at (713) 743-7333. Beginning in Spring 2023, there is also a Security officer working out of the Student Center South. Please connect with them for assistance as needed.

Smoking

The University of Houston is a smoke-free campus. The University of Houston prohibits the use of all forms of tobacco products on university property. This includes vaping.

Solicitations

Solicitations are only allowed at reserved tables, which can be reserved through the Student Centers Conference and Reservation Services Office, Suite 271 Student Center South. Folks who are trying to pass out or hang up flyers should be informed of our policies and directed to our digital sign request form:

<https://www.uh.edu/studentcenters/facility-info/resources/digital-signage/> to market their events.

Student Center Circle

The Student Center Circle Drive offers 20-minute temporary parking on a first come, first served basis. If there is a scheduled event and the Front Circle Drive is booked and blocked off, only cars associated with the event are permitted to park. All others will be towed. The Student Centers Circle Drive may be booked for events through the Conference & Reservation Services (CARS) office.

Studying on the Job

Studying while on duty is not permitted unless you receive permission from your manager.

University Vehicles

If you are required to perform a job that involves driving, please adhere to the following guidelines:

- You must have a valid driver's license.
- You must follow all Texas state laws.
- Complete proper documentation for approval in the Student Centers Operations Office.
- If your license is suspended, you must notify the Student Centers immediately. Not notifying the Student Centers will result in termination.
- Please notify your supervisor immediately if you are involved in an accident while driving a Student Centers vehicle.
- You are responsible for any traffic violations that you receive.
- University vehicles are for official use only.

Student Centers & UH Campus Safety Resources

▶ **Student Centers Emergency Procedures Manual**

All Student Center offices have a manual that serves as a resource for emergencies. The manual provides information on the following topics:

- Emergency conditions
- Fire alarm plan, reporting, and procedures
- Evacuation procedures and department evacuation leaders
- Bomb threats
- Severe weather emergencies & shelter information
- Medical emergencies & reporting accidents
- Emergency building equipment
- Environmental health and risk management

Safety trainings are also offered each semester.

▶ **Accidents & Injuries**

Please contact your supervisor immediately if you are injured while working. Your supervisor will guide you through the steps that must be taken for you to obtain university coverage for your injury through the Student Centers Operations. All accidents must be reported regardless of their severity

If a customer is injured, please notify your supervisor immediately. Serious illnesses or injuries should be reported to the UH Department of Public Safety (713)743-3333.

▶ **Bomb Threat**

All bomb threats should be taken seriously. In cases of bomb threats, please do not search for the bomb or touch suspicious objects. If you receive a bomb threat while on duty, take down as much information as possible (phone calling from, any distinguishing vocal characteristics, what they said) and contact UHDPSS at (713)743-3333. Once emergency personnel are enroute, contact one of the following:

- Executive Director of Student Centers (713)-743-3040 during regular business hours or
- Customer Relations Manager after business hours at (346) 554-3909 or
- Your Direct Supervisor

▶ **Campus Escort Service**

The UH Department of Public Safety (UHDPSS) escort service accompanies students, faculty, and staff to various campus locations. For more information, please contact the UHDPSS at (713)743-3333.

▶ **Emergency & Call Box Information**

Red emergency and information call boxes with blue lights have been placed throughout campus. These boxes provide information and assist you in contacting the police

▶ **Fire Preparedness & Evacuation**

If a small fire breaks out in your unit and you know how to properly use a fire extinguisher, grab the nearest one and follow the directions. If you do not know how to properly use a fire extinguisher pull the nearest fire alarm. After the fire has been extinguished call the Student Centers Operations (832) 842-6260 if during business hours. For larger fires, pull the nearest fire alarm, contact UHDPSS (713) 743-3333 and evacuate the building. To avoid smoke inhalation, drop to the floor and crawl to the nearest exit.

▶ **Hurricane Threat, Tropical Storms, Flooding**

In cases of a hurricane, tropical storm, and/or flooding, connect with your supervisor as soon as possible. If this is during the evening or weekend hours, the Customer Relations Manager will coordinate with Management Staff. In general, service areas such as the Games Room, and other lounge areas may be kept open if safe and feasible.

General Student Employment Information

► Policy for Employment of Students

In order to qualify for a student employment position within the Student Centers, you must be enrolled as a student at the University of Houston and be in good academic standing. You are allowed to work a maximum of 20 hours per week during fall and spring semesters. You may be able to work a maximum of 38 hours per week during the interim periods and summer semester.

► Application Process

Applications for employment for any Student Centers student staff position may be submitted online via Cougar Pathways. Questions about the process can be directed to sc@uh.edu

► Attendance/Covering Shifts/Missing Shifts

Never leave your station unattended. If you need to step away, please ask a fellow staff member to cover. If you are unable to come in to work, please notify your supervisor as soon as possible. In addition, try to find another employee to cover your shift after obtaining your supervisor's approval.

► Discipline and Dismissal

Please follow all of the policies and procedures contained in this student handbook. Employees who do not follow Student Centers policies and procedures will be subjected to disciplinary measures. The disciplinary process is as follows:

1. First Offense - Verbal Warning
2. Second Offense - Written Warning
3. Third Offense - Final Warning and Dismissal

► Dual/Multiple On-Campus Jobs

You are allowed to work multiple on-campus jobs, however there is still a maximum of 20 hours total that can be worked during academic terms.

► Job Performance Evaluations

You will receive an evaluation at least once a year during your employment with the Student Centers.

In order to be eligible for a raise, you must have received a positive performance evaluation, however, a positive performance evaluation does not guarantee a raise.

Student Employee Dress Code

- Each student employee will be provided two staff shirts and a nametag at the beginning of their employment and will be given an additional shirt after each year of employment with the department.
- Additional shirts or nametags may be purchased by employees at cost from the Student Centers Admin Suite, 271.
- It will be mandatory for each student employee to be dressed in the designated staff shirt when they are on the clock for a regular work shift or event. Exceptions to this rule include instances where a student may be attending a committee meeting but is not scheduled for a regular shift or when the Student Centers provide an exception.
- It is preferred that shorts are only worn during the summer, and they cannot be more than four inches above the knee. Certain areas/supervisors may have exceptions to this.
- There are also some student positions which have additional dress code requirements above and beyond the wearing of a staff shirt. Unit supervisors will share these additional requirements with the student employee as is appropriate.
- Staff Shirts and nametags provided to student employees remain property of the Student Centers and should be returned upon separation (voluntary resignation, termination) upon request (except for those shirts purchased by the employee).

Enforcement and Penalties*

Failure to wear shirt & nametag – you can purchase new, borrow a used one from supervisor or may be sent home Wear SC provided long sleeve jacket (open front so you can see polo)

A student employee who arrives without a shirt before a scheduled work shift and before they have clocked in at their scheduled time has the option to purchase an additional staff shirt at cost. Payment can be handled on the spot at the Student Centers Business Office if during regular weekday business hours. If a student staff shirt is purchased during the evenings or on the weekends, payment can be completed online. If additional time is needed for payment, it should be received before the next time the student is scheduled to work.

Excessive use of a community shirt may result in a written warning.

If a student employee has started a shift and is already officially on the clock and observed to not be dressed in the required staff shirt the following penalties will apply:

- **1st Offense:** A verbal warning will be issued by the appropriate unit supervisor or on-site designee. The student employee will be given two options: (1) Change into a community staff shirt or (2) Purchase a new staff shirt at cost on the spot.
- **2nd Offense:** A written warning will be issued to the student employee by the unit supervisor or on-site designee as well as added to the student's personnel file.
- **3rd Offense:** Can result in the termination of the student employee.

*The enforcement and penalties listed above for the Student Employee Dress Code (staff shirts) are intended to stand alone. If a unit has dress code requirements in addition to the standard staff shirt because of the nature of the student position, the penalties listed above would also apply to violations of the additional requirements that have been provided to a student employee as part of their written expectations.

General Expectations

▶ **What we expect from you:**

- Excellent customer service skills
- Positive representation of the Student Centers and the Division of Student Affairs (DSA)
- Open and effective communication
- Initiative and assertiveness
- Willingness to learn and develop job knowledge
- Adhere to Dress Code

▶ **What you can expect from us:**

- Flexible work schedule
- Approachable and available supervisors
- Opportunity to gain valuable skills and work experience
- Training for future career development
- Opportunities for advancement and raises
- Social gatherings & networking

Leadership & Professional Development

▶ **Training Workshops – Scarlet Seals**

Student Life provides training workshops for Student Staff to development themselves in areas such as leadership skills, career development, and technology. By participating in these workshops and submitting application materials, students can earn Scarlet Seals and potentially a stoll for graduation. Please visit the website for more information: <https://uh.edu/scarletseals/>

▶ **Student Employee of the Month**

<https://www.uh.edu/studentcenters/about-us/student-employment/current-students/>

Each month, students can be nominated for exemplifying the Student Centers values. The nomination form can be found on the Student Centers website, along with previous recipients. Employees of the month will receive a gift card and a Student Centers jacket (if they don't have one yet).

Role of the College Union

The Union (or Student Center) is the community center of the college, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the college. The union is an integral part of the educational mission of the college.

- As the center of the college community life, the union complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.
- The union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.
- In all its processes, the union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

The union's goal is the development of persons as well as intellects. Traditionally considered the "hearthstone" or "living room" of the campus, today's union is the gathering place of college. The union provides services and conveniences that members of the college community need in their daily lives and creates an environment forgetting to know and understand others through formal and informal associations.

The union serves as a unifying force that honors each individual and values diversity. The union fosters a sense of community that cultivates enduring loyalty to the college.

Adopted by the Association's general membership in 1996, this statement is based on the Role of the College Union statement, 1956.

Association of College Unions International (ACUI) Participation Opportunities

ACUI is an international organization whose core purpose is to be the leader in advancing campus community builders. The union is the community center of the college campus, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union is an organization offering a variety of programs, activities, and services that, when taken together, represent a well-considered plan for the community life of the college. Two of ACUI's functions are to facilitate the exchange of ideas among all its members and to advocate the important roles college unions and student activities have in higher education. ACUI supports its members in the development of community through education, advocacy, and the delivery of services. Students can build their leadership skills for the future through participation in a variety of ACUI sponsored programs including:

- Regional conferences, regional and national tournaments i.e. various recreational and academic-based programs such as billiards, bowling, table tennis, chess, Poetry Slam etc.
- I-LEAD (The Institute for Leadership Education and Development).
- Participation in a variety of regional planning teams i.e. Region II Leadership Team and Region II Conference Planning Team. Contact your unit supervisor or manager for more information on volunteer involvement in ACUI.

Additional information can be found on ACUI's website: www.acui.org

Integrity

Nondiscrimination Policy

At the University of Houston, and within the Student Centers, you will not encounter discrimination due to race, color, national origin, religion, sex, disability, sexual orientation, or veteran status when seeking employment. If you have the qualifications, you can get the job. If you hear of any instance(s) of this policy not being followed, please notify the Executive Director or Assistant Vice President for Student Affairs.

Title VII of the Civil Rights Act of 1964, as amended in 1972, 1978 and the Civil Rights Act of 1991

The most prominent source of anti-bias employment rules is Title VII of the Civil Rights Act of 1964. It forbids discrimination in all areas of the employer-employee relationship, from advertisement for new employees through termination or retirement, based on race, color, sex (including pregnancy, childbirth, or abortion), religion, or national origin. The Civil Rights Act of 1991 included additional provisions to Title VII reversing or reinforcing certain U.S. Supreme Court decisions, damages for intentional discrimination and removal of exemptions for previously exempted employees of elected officials.

Sexual Harassment

The University of Houston and Division of Student Affairs are committed to providing a professional working and learning environment, free of sexual harassment. Sexual harassment will not be tolerated. Please view university policies and find additional information from the Equal Opportunity Services office <https://uh.edu/equal-opportunity/> located in the Student Service Center Building 2 (713)743-8835.

Financial Accountability

Payroll Information

Change of Address and/or Phone Number

Please give your supervisor and the Student Centers Administrative Office any changes made to your address and/or telephone number. In addition, update your information on the UH website (PASS). We assure that your personal information will not be given to an outside party.

Starting pay - \$10/hr

All Student Centers positions will have a starting pay of at least \$10/hr. Duties will vary by area but some examples are: basic event setups (room layouts and technical support), event reservation assistance, assisting guests with facility navigation, or scooping ice cream.

Merit raises – at least +\$0.25/hr

All student staff can earn merit raises. Typically these are at least an additional \$0.25 an hour but can vary by area. To earn a merit raise:

- Have been employed for at least 6 months and have not received a raise in that time
- Have a positive performance review from your supervisor
- Complete any other trainings/requirements specified by your supervisor

Promotions – varies by area

In some cases, promotions are a possibility. Typically, the title will change, new responsibilities will be added, and pay will increase by a larger amount than a merit raise. At first, you might be promoted to a more intermediate position where you're expected to perform more technical work or assist on facility projects. Later on, you may be given the opportunity for another promotion where you will be functioning as a manager or performing high level operational duties.

Promotions will vary by area but generally can be earned by:

- Passing all merit raise qualifications
- Consistently performing your job duties at a high level
- Positively representing the Student Centers
- Displaying our CORE values

Rest Periods

Rest periods may be taken if you work six or more hours in a row. Rest time punches will vary by area, so please contact your supervisor for more info. If you are a college work study there are set rules you must follow, please review the document shared with you or contact your supervisor. [CWS Handbook](#)

Scheduled Shift:	Rest Period
3 to 5.9 hours	(1) 15 min. PAID break
6 to 7.9 hours	(1) 30 min. Un-paid break
	(1) 15 min. PAID break
8 to 11.9 hours	(1) 60 min. Un-paid break
	(2) 15 min. PAID breaks
12 and up hours	(1) 60 min. Un-paid break
	(2) 15 min. PAID break

Pay Day Pay periods are two weeks long and span Wednesday to Tuesday. Student staff employees can expect to receive payment for work every other Friday. All employees are required to sign up for direct deposit and will be able to do so during the hiring process.

Student Centers Student Staff Annual Schedule

Activity	Date
Fall Semester	
Annual Mandatory Student Staff Trainings	Sept., Oct., Nov.
Fall Semester Student Employee Evaluations	December
<i>Student Life Winter Gathering</i>	<i>December</i>
SEMESTER BREAK	December-January
Spring & Summer Semester	
Spring Student Staff Trainings	Feb., March, April
<i>Student Staff Appreciation Week</i>	<i>April</i>
Spring Semester Student Employee Evaluations	May
<i>Student Life End of the Year Celebration</i>	<i>May</i>
SUMMER BREAK	May-August
Summer Student Employee Evaluations	August

Annual Social Gatherings & Events

Each year, the Student Centers sponsors multiple special events (italicized above) where all student and full-time staff are invited to participate or attend.

Resources

Please see additional resources via the following links:

- ▶ **Campus Map**
www.uh.edu/maps
- ▶ **Virtual Tour of Student Centers**
<https://youtu.be/fbTecl5dB5w>
- ▶ **Student Center Organizational Chart**
<https://www.uh.edu/studentcenters/about-us/staff/>
- ▶ **Student Employee Manual & Performance Review Form**
<https://www.uh.edu/studentcenters/about-us/student-employment/current-students/>

Acknowledgement Sheet

I, _____ acknowledge that I have been provided access to a copy of the Student Centers Student Staff Handbook and have thoroughly familiarized myself with the contents of this handbook. I further agree to abide by the contents herein and will seek clarification of anything unclear to me from my supervisor at any time during the academic year.

Signature: _____ Date: _____

Supervisor's Signature: _____ Date: _____

This form MUST be completed within one week of being received.