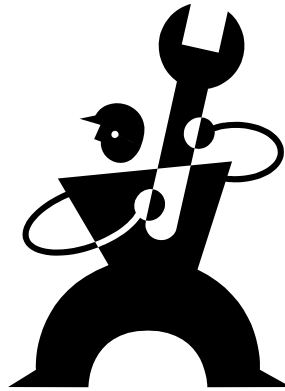


WESTERN MICHIGAN UNIVERSITY
FACILITIES MANAGEMENT DEPARTMENT



STUDENT EMPLOYEE
POLICY & PROCEDURE HANDBOOK

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FACILITIES MANAGEMENT DEPARTMENT

Welcome-

The Facilities Management Department provides this policy handbook to its entire student staff.

This handbook should be reviewed carefully by all student employees upon hire, and used as a reference for the duration of employment. Questions about policies and/or procedures should be directed to the student employee's immediate supervisor.

Facilities Management takes an active role in providing opportunities for students. Our goal is to help young people develop various professional level skill sets including communication skills, documentation skills, troubleshooting skills, and customer service skills.

It is understood that your primary obligation is your academic work. Student employment opportunities will also help to develop and improve time-management skills, such as learning to prioritize efficiently, and balance effectively your work life, academic life, and personal life.

Facilities Management endeavors to provide the best possible services for all members of the University community. This cannot be accomplished without a dedicated, collective effort from the entire staff. Your meaningful contributions ensure success for us all.

FACILITIES MANAGEMENT DEPARTMENT

STUDENT EMPLOYEE DEFINITION

The following must be met to be defined as a **student employee**:

- Enrolled at least half-time throughout the semester(s) and/or session(s) of appointment according to the following chart.

Credit Hours	Fall	Spring	Summer I	Summer II
Undergraduate	6	6	3	3
Graduate	3	3	2	2

- Have a valid admission status throughout appointment period. (A status of Scope, guest, high school guest or research experience is not considered valid for student employment eligibility purposes).
- Have a valid U.S. Social Security number (international students can apply for this) and file an Employment Eligibility Verification (I-9) in Human Resources.
- Not be benefits eligible at WMU nor have a retirement plan at WMU.

The following must be met to be considered a **non-enrolled student employee****:

- Eligible as a “student employee” during the prior Spring semester (*students on study abroad or internship in Spring are considered eligible*).
- Not enrolled for session(s) of appointment.
- Not dismissed for the upcoming fall semester.
- If graduated, must be accepted in a degree program in the upcoming fall semester.
- Not benefits eligible at WMU nor have a retirement plan at WMU.

****This status only applies to the Summer I and/or Summer II sessions. It is not applicable during the fall and spring semesters.**

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HOURS FOR STUDENT EMPLOYMENT

*all semesters	20 hours per week maximum	*any students working in a union shop doing union type work
fall & spring semesters	25 hours per week maximum	any students doing non-union work: engineering students, Service Center, computer work, confidential, building audits
fall & spring semesters	20 hours per week maximum	International Students
summer sessions	30 hours per week maximum	<u>*any students working in a union shop doing union type work,</u> <i>provided there are no AFSCME workers on layoff who desire to be working – otherwise see row #1</i>
summer sessions	Less than 40 hours per week maximum	any students doing non union work; engineering students, Service Center, computer work, confidential, building audits

25 hours per week maximum during breaks.

WORK SCHEDULES

Students must supply their supervisor with a copy of their class schedule and a “preferred work schedule” before the start of each semester. A department must be covered, so when needed, departments will refer to a student’s class schedule for guidance. Students should work a two-hour block minimum, and preferably 4 days per week. No work after hours is permitted without prior approval and safety arrangements.

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RECORDING HOURS WORKED

Upon hire, student employee information is entered into the Kronos time-keeping system. Student employees use their WMU Bronco Card to "swipe" a time clock at the beginning and end of their shift, and as well during a shift if they are entitled to a lunch break.

Failure to swipe in and out at the appropriate times can result in inaccurate payroll information and an incorrect paycheck.

Please refer all questions about recording hours worked to your immediate supervisor.

BREAKS

For every four-hour shift a student employee works, he/she is entitled to one 15 minute paid break (4 hours = 15 minutes). Students who work an eight-hour shift are entitled two 15 minute paid breaks (8 hours = 2X15 minutes or 30 minutes). Break periods may not be accumulated and are not to be used to arrive to work late or to leave early.

If a student is entitled to a lunch break (typically 30 minutes or more) he/she must swipe out at the beginning of the break and swipe in at the end of the break. Please coordinate lunch breaks with your supervisor.

ABSENCES, ARRIVING LATE OR LEAVING EARLY

If a student employee needs to miss work, a supervisor should be called immediately. A message should not be left with a co-worker, nor should the student employee expect someone else to cover for them. Requests for time off should be made at least 24 hours in advance to allow for coverage. Absences and tardiness will be documented in a student employee file.

CONFIDENTIALITY

As a part of a job, a student employee may have access to confidential information regarding students, employees, recruiters or alumni. *Unauthorized* use of information, looking up information or providing information to others is strictly forbidden.

CUSTOMER SERVICE

The customer is always the priority (in person, phone, email). Always greet customer first, ascertain need and deliver needed information/service. A student's conversation with a coworker is always secondary to customer needs.

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TELEPHONE ETIQUETTE

Phones in a department are to be answered “Good (morning, afternoon), [Department Name], this is (employee’s first name) how can I help you?” If a student employee has an emergency, and needs to use a phone, a supervisor should give permission first. Personal calls should not be made on work time. When leaving messages on behalf of the employing office: state your name and our department name, the time and date when you are making the call, the reason for your call, a phone number for a return call, and a thank you, for example: “This is John from the Facilities Management Service Center. It is Monday July 16, and it is 9:30am. I am calling to get more information about a request for service that you submitted. Please call us back at (269) 387-8514, Monday – Friday, anytime between 7 a.m. and 5.p.m. Thank you.”

COMMUNICATION

Each employee is expected to check work e-mail and their mail box when at work. Changes, updates and work-related information will be communicated by e-mail in most cases. A work-assigned e-mail address is for professional use only.

DRESS CODE

Good personal hygiene is conducive to good working relationships. If a supervisor believes that a student’s dress/hygiene is not appropriate for the office, the student will be asked to leave or change their clothes. Clothing with offensive sayings, sexual or alcohol slogans or promoting other colleges or universities is not permitted at work. All positions interact with the public, so torn jeans, sweat pants, and halter-tops, etc. are not acceptable.

STUDYING

No studying on the job for any reason unless given permission by the employee’s direct supervisor.

SUBSTANCE ABUSE

Showing up for work under the influence of drugs or alcohol is grounds for being sent to the Office of Student Conduct. Office conversations/behavior must reflect professionalism that does not promote the use of or discussion of alcohol or drugs in keeping with University policy.

TECHNOLOGY AND COMPUTER USAGE

Computers (hardware and software), printers, phones, fax and other technology are for professional use only. No personal use of equipment is permitted. Surfing the internet, texting, and social media engagement while working is not acceptable.

VISITORS

Personal visitors are not allowed in work areas during work hours or after hours without approval by a supervisor.

UNIVERSITY CLOSURE

If the University is closed for a weather-related reason, or a scheduled closure day/holiday, student employees are not expected to report for work. Please refer to University calendars and bulletins to make yourself aware of scheduled and non-scheduled closures. For weather-related closures, the University website or University switchboard (269-387-1001), or direct communication from your supervisor, are the only recognized, official sources for this information, i.e. a television or radio notice is not considered official.

PAYCHECKS

University employees are paid bi-weekly (every other Tuesday). Upon hire, you must sign-up for direct deposit or a payroll card by completing a Payroll Choices Authorization Form. This form needs to be returned to the payroll office in room 1270 of the Siebert Administration Building.

For more information, please visit the Payroll and Disbursements website:

<http://www.wmich.edu/payroll/payroll/paychoice/index.html>

PARKING

Student employees are expected to follow all University parking regulations. Facilities Management cannot “fix” tickets received by students as a result of a parking violation. Please review the information on the Parking Services website: <http://www.parking.wmich.edu/>

VEHICLE USAGE

Occasionally, a student worker may be asked to use a University vehicle to facilitate a job assignment. In these instances, all University parking regulations must be followed. You must possess a valid driver's license. The employee is responsible for any violations.

Employees are required to notify their supervisor, if they lose their right to drive a motor vehicle. Notification will be made in writing and submitted to the supervisor on the employee's first working day following the change in status.

Additionally, any change in an employee's ability to safely operate a University vehicle due to physical limitations must be reported in writing to the supervisor, on the first working day following such a change. Any limitations will be reviewed in relation to the impact on the essential functions of the job. Reasonable accommodations will be made whenever possible.

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University vehicles:

May **NOT** drive on grass or sidewalks **at any time unless authorized.**

CAN park in the following locations:

- Maintenance spots designated with signs
- Meters
- Lots designated as R, W, A, B, C, D, E, F, G, K, L

CANNOT park in the following locations:

- Archer Drive (in front of the Bernhard Center)
- Lawn or grass anywhere on campus
- Sidewalks
- Handicap parking
- Trustees parking
- Spots designated for University administrators (vice presidents, deans, directors, etc.)
- Any location designated Tow-Away Zone
- Designated Goldsworth Apartment parking spaces
- Lot 30 (parking lot adjacent to the Seibert Administration Building)
- Lot 66 (parking lot between Siedschlag and Siebert Administration Building)

SMOKING

In recognition of environmental tobacco smoke health risks, the University will provide as close to a smoke free environment as is practicable for its faculty, staff, students and visitors. The right of a non-smoker to protect his or her health and comfort will take precedence over another's desire to smoke.

Regulations

- Smoking is prohibited in all University facilities, **Including University vehicles**, except as indicated below.
- In order not to interfere with access or the rights of others, smoking is not permitted within 25 feet of all building entrances, air intakes, and operable windows. There may be some buildings where smoking will not be permitted at certain building entrances and/or the distance from buildings may be further than 25 feet; such information will be posted accordingly.
- Individuals who smoke on University premises will be responsible for the proper disposal of smoking products.
- Smoking is prohibited in all housing facilities with the exception of resident apartments that have not been designated as non-smoking.
- Smoking will be permitted for controlled research, theatrical, educational or religious ceremonial purposes, with prior approval of the dean or director for the facility.

(Required by state law; approved by president January 1987; amended December 1991, January 2000, March 2008)

FOOD/WORK STATIONS

Although meals/snacks can be eaten at your work station with caution, it is preferable that you find a more suitable place to eat. Any food related trash must be cleared from the work surfaces and thrown away in an appropriate trash receptacle. Work stations must be kept clear of clutter, non-work related and personal items.

FACILITIES MANAGEMENT DEPARTMENT

YOUR ROLE AS A WMU AMBASSADOR

University employees can be the best public relations officers on campus. Often prospective students and visitors have their first contact with WMU through employees. Efficient, knowledgeable staff members with pleasant smiles and friendly greetings can do a great deal for Western. We encourage you to acquaint yourself with the campus and various departments so you can assist students and visitors.

The primary mission of the University is to provide a quality education for its students. Our employees help fulfill this mission. Students are our most important asset—they are the primary paying customers of the University. As a WMU employee, you are expected to do your best to be helpful, courteous, and respectful of students' needs and legitimate purposes. Friendliness and helpfulness go a long way in maintaining a successful relationship between your particular work and the overall mission of providing students with a quality education in a positive environment.

—You are an ambassador for Western Michigan University—

NOTES

Contacts/Phone numbers

NAME	TITLE	PHONE	Alt. Phone
Facilities Management	Service Center	(269) 387-8514	(269) 387-8536
WMU	Dept of Public Safety	(269) 387-5555	

FACILITIES MANAGEMENT DEPARTMENT

I HAVE READ AND UNDERSTAND THE POLICIES AND PROCEDURES CONTAINED IN THIS HANDBOOK. I UNDERSTAND THAT FAILURE TO COMPLY WITH THE POLICIES AND PROCEDURES COULD RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF MY EMPLOYMENT WITH FACILITIES MANAGEMENT.

STUDENT EMPLOYEE NAME _____
(please print)

STUDENT EMPLOYEE SIGNATURE _____

DATE _____

SUPERVISOR _____
(please print)

SUPERVISOR SIGNATURE _____

DATE _____

C Supervisor file
 Department student file

