Alumni Memorial Union
Student Employee Handbook
2013-2014
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Welcome and thank you!

Welcome to the AMU family. You have joined a team of Marquette staff, students, and contracted professionals committed to providing services to enhance the quality of life in the Marquette community. Services under the auspices of Alumni Memorial Union/Auxiliary Services include areas such as the AMU, Annex, Varsity Theater, and Weasler Auditorium. Additionally, the AMU team provides reservation and catering services campus wide, tech support at the Al McGuire Center, concession services at the Al McGuire Center, Hart Park and Valley Fields, information services at Holthusen Hall, Zilber Hall and the Engineering Hall.

Your Alumni Memorial Union serves as a community center and houses a plethora of services available to the university. The AMU team welcomed 1,622,417 guests into the union for programs or services over the past 12 months. You have joined a team of over 400 student employees supporting AMU operations as accountants, baristas, caterers, event planners, managers, marketers, programmers, technicians, etc. The AMU/Auxiliary Services team carries on the spirit of Father Peter Brooks’ mission, co-founder of the first college union at Marquette in 1922.

"The aim of the Union on Marquette’s campus would be to bring together and unify the spirits of all... and use this unified spirit for the good of the university and all students." Ideally, you will not only gain a paycheck from this job, but you will grow in knowledge and connections. Be an active member of the team, form friendships, learn, grow, but most importantly have FUN! Thanks in advance for lending your time and talents to our team.

Sincerely,

Todd Vicker
Executive Director
AMU/Auxiliary Services
AMU at a GLANCE

OVERVIEW OF DEPARTMENTS

The Alumni Memorial Union is made up of 17 diverse departments housed in the student union and across campus. These include:

**Administration, Marketing & Programming (AMP)**
- Supports administrative services for the AMU operations including aspects like assisting with the student employment application process
- Graphic design for AMU promotional materials
- Hosting AMU/Annex sponsored programming events

**Annex - Restaurant**
- Staff the WOW Café American Grill & Wingery restaurant located in the Union Sports Annex

**Annex - Bowling**
- Staff the bowling center located in the Union Sports Annex

**Brew Cafes**
- Staff four cafes across campus located in the AMU, Cudahy Hall, Raynor Library and Straz Hall

**Brooks Lounge**
- A recreational lounge that offers billiards tables, board games and booths popular as a study destination

**Building Staff**
- Assist in opening and closing the AMU including event set up/tear down, building security, basic cleaning and maintenance

**Catering**
- Provides food and beverage service throughout campus from meetings to informal and formal dining, indoor and outdoor events

**Concessions**
- Staff Marquette Athletic event-driven concession areas in the Al McGuire Center and Valley Fields

**Event Management**
- Assist in campus event planning with student organizations, university departments and off-campus groups

**Event Support Staff (ESS)**
- Event driven staffing including working the Golden Eagle Express Shuttles from the Annex to home men’s basketball games, event coat check and movies at the Varsity Theater

**Lunda Room**
- A dining room located in the AMU 2nd floor, open to the public Monday to Friday over the lunch hour
Marquette Place
- Main cafeteria on campus with stations that offer sushi, sub sandwiches, grill items, Mexican, salads and Einstein Bagels

Security
- Provide supervision and monitoring of events and their participants’ behavior in the AMU, Annex and Varsity Theater

Tech Staff
- Manage and operate technical equipment including sound, lighting and data projection housed in the AMU, Annex, Weasler Auditorium, Varsity Theatre and Al McGuire Center for various events

Tory Hill Cafe
- Staff the café housed in the Eckstein Hall Law School building

Union Station
- Staff Marquette Card Office including production and distribution of MarquetteCards, U-Passes and name tags along with the sale of United State Post Office services and products

University Information Center (Info)
- Staff four main welcome desk locations on campus – AMU, Engineering Hall, Holthusen Hall and Zilber Hall – and answer the university’s main 1-800 phone line

WEBSITES
- www.marquette.edu/amu
- www.marquette.edu/annex
- www.marquettediningservices.com
- http://www.marquette.edu/event-management

BUILDING HOURS

The Alumni Memorial Union building hours remains the same throughout the year with some changes and closures during holiday or break periods. Regular building hours are:

- Monday - Saturday: 7:00 am - 11:45 pm
- Sunday: 9:00 am - 11:45 pm

These hours and any upcoming holiday or break hours can be found on the AMU website at www.mu.edu/amu/about.shtml.

AMU/ANNEX SOCIAL MEDIA

The Alumni Memorial Union and Union Sports Annex participate in social media as a way to connect and engage with campus, customers and our alumni base. Social media outlets include:

Twitter
- @MarquetteAMU
- @MUAnnex

Facebook
- www.facebook.com/alumnimemorialunion
- www.facebook.com/muannex

Instagram
- instagram.com/muannex
**ALL STAFF**

Within the first month of each fall and spring semester, all 17 departments in the AMU get together for a day of training called All Staff. The day allows us, as a staff, to take a step back and realize how many people are depended on to run all of the operations the AMU is responsible for. Training also includes a mix of team-building activities and relevant learning topics.

**BATTLE OF THE DEPARTMENTS (BOD)**

All AMU areas participate in a yearlong friendly competition called Battle of the Departments. 1-2 BOD events are scheduled in a month. Events are a mix of social and service-oriented activities. Points are awarded to a department based on two criteria: 1) per person in attendance, and 2) percentage of staff in attendance basis. The top three departments who accumulated the most points throughout the year are named in April and awarded trophies to be displayed in their area for the following year.

**AMU MISSION STATEMENT**

The AMU’s mission is based on a quote from Peter A. Brooks, S.J. who not only co-founded the first student union at Marquette University while a student, but also served as the university’s president from 1944-1948.

"The aim of the Union on Marquette's campus would be to bring together and unify the spirits of all . . . and use this unified spirit for the good of the university and all students."

-Peter A. Brooks, S.J. 1922

**AMU PLEDGE**

A large part of the AMU culture involves a focus on having a fun and enjoyable work environment. In 1992, then union director Dr. Toby Peters wrote a pledge to the AMU that employees still recite today:

*The AMU is the one
The AMU is lots of fun
To the AMU I will be true
For I love it here, oh yes I do
I love to work for the AMU*
WHO’S WHO in the AMU

SUPERVISORS

Administration
Linda Lee, Coordinator of Administrative Services
Rob Mullens, Union Station Manager
Ali Myszewski, Associate Director Marketing & Programming
Todd Vicker, Executive Director AMU & Auxiliary Services
Julie West, AMU/Annex Program Coordinator

Dining Services
Jennifer Beckley, Supervisor Catering Events
Eric Carroll, Supervisor Annex Restaurant
Brad Dawson, Executive Chef Catering
Rodney DeBerry, Supervisor Marquette Place
Brittany Henne, Supervisor Brew Cafes
Tina Hohlfeld, Manager Tory Hill Café & Catering
James Melik, Executive Sous Chef Catering
Arshig Mesdjian, Manager Catering Events
John Nicholds, Retail Manager Marquette Place
Taylor Pamperin, Manager Brew Cafes
Larry Peterson, Manager Annex Restaurant
Renee Peterson, Supervisor Brew Cafes
Shirley Roberts, Supervisor Marquette Place
Christine Scheil, Director of Operations
Melanie Vianes, Director Catering Events

Event Planning Services
Annette Conrad, Associate Director Event Management
Julie Kuligowski, Event Coordinator
Jillian Marx-Wenig, Event Coordinator
Noelle Papilla, Event Coordinator
Chad Wheeler, Event Coordinator

Facilities and Operations
Dan Abler, Assistant Director Operations
Rosie Hawk, Technical Services Assistant Coordinator
Steve Groom, Technical Services Coordinator
Dan Kawa, Building Supervisor
Mike McClain, Building Supervisor
Eric Schierer, Building Supervisor
Brad Schloss, Operations Coordinator
Neal Wucherer, Associate Director AMU & Auxiliary Services
STUDENT LEADERSHIP POSITIONS

Student Managers (SM)
An opportunity to grow into a student leadership position is possible in every department. All AMU departments have at least 1 (up to 4 depending on the size of the department) student manager who works with the supervisor to lead the student employee staff. Student manager responsibilities include, but are not limited to: Interviewing & Hiring, Conducting Performance Reviews, Scheduling, Payroll, Communication, Training and Staff Motivation. Student managers also attend weekly training meetings and support the planning of AMU efforts such as All Staff and Battle of the Departments.

Student Employee Coordinator (SEC)
The Student Employee Coordinator works with the Associate Director of Marketing & Programming and the AMU Graduate Assistant to oversee the student employment program. The main duties of the SEC are to serve as the leader of the student manager group engaging them in their leadership role and providing adequate training for them to bring back to their respective departments. This is the highest student employee leadership level in the AMU.

AMU Graduate Assistant (GA)
The AMU provides a two-year graduate assistantship through the College Student Personnel Administration Program. The AMU GA splits their time between assisting the AMU student employment program and Annex programming efforts to give them experience working in a student affairs setting.
GETTING PAID $$$

I-9 & AUTHORIZATION

When a new student employee is hired to work for the AMU who has not previously worked on campus, Linda Lee, Coordinator of Administrative Services, will send them an email that includes a blank I-9 form. An I-9 form is a document that verifies employment eligibility that the person (citizen and non-citizen) is authorized to work in the United States. New student employees must fill this document out and return it within 72 hours of receiving the email. In order for the information filled out on the form to be verified, a new student employee must also bring documents that establish identity and employment authorization (outlined on Pg 5 of the I-9).

TIME CARDS

Student employees have the ability to work for more than one department within the AMU operation. With that, various methods of reporting time exist. Some students may use the time clocks that are located to the rear of the elevators on the 2nd floor, others may write in their hours on a timesheet that is kept in their department while those students that work at the Annex restaurant may use the cash register to clock in/out. Regardless of the method please keep in mind a few things – be sure to only use the method of timekeeping that your individual supervisor or student manager recommends. If you do work in multiple departments use the timecards specific to the area you are working in that day. If you have been directed to use one of the two time clocks located in the AMU please note that timecards will be pre-printed with your name and department once you have been authorized to work. If within those first few days of work you do not have a pre-printed timecard please stop by AMU 213 for a blank one, we will write your name and department. Note – the time clock furthest from the elevator has been designated for those students working in dining areas of the AMU.

PAYROLL CALENDAR

Students employed by Marquette University receive a paycheck every two weeks. The payroll period is Sunday to Saturday (for two weeks), time cards are processed on the next Monday by noon and paychecks are issued on the following week’s Wednesday.

For example, the first pay period of the 2013-14 academic year is Sunday, August 25 to Saturday, September 7. Time cards would be processed on Monday, September 9. Paychecks for the hours worked Sunday, August 25 to Saturday, September 7 would be issued on Wednesday, September 18.

A complete payroll calendar for the academic year can be found on Marquette Central’s website. http://www.marquette.edu/mucentral/financialaid/ses_year_payroll.shtml

DIRECT DEPOSIT

Student employees are encouraged to sign up for direct deposit of their paychecks into their bank account. To sign up for direct deposit, a student employee should:

- Log into CheckMarq
- Go to the Bursar Quick Links tab and select Sign Up for Direct Deposit or Student Payroll link
- Click on Add Account
- Enter your Bank Routing Number, your Account Number, the Type of Account and Save
- You should then receive a message indicating your successfully completed the process
- Click OK and you can review the information and edit if necessary
WORK HOURS

Regular Hours
Marquette University student employees are not permitted to work more than 20 hours per week when classes are in session. Student employees are allowed to work up to 37.5 hours per week during break periods. This applies to all undergraduate, part-time and graduate student employees.

Holidays & Vacation
Vacation days and holidays are unpaid for student employees. If you are not going to be on campus during a break period or holiday, you are expected notify your supervisor ahead of time that you will not be present to work during that time period.

Shift Breaks
It is recommended that any employee who works in excess of six hours at a time be given a one-half hour unpaid break or meal period.

Overtime
Student employees are not allowed to work overtime. It is the supervisor’s responsibility to avoid situations where a student employee would be assigned overtime hours.

DUAL EMPLOYMENT

Paychecks
If you are employed in more than one university department, you will only receive one paycheck or one direct deposit payment. Different pay rates in different departments are not broken down, but the full sum will be compensated for.

Hours
If a student works in more than one department, the maximum number of hours that can be cumulatively worked between all positions is 20 hours a week while classes are in session and 37.5 hours a week during break periods. Student employees are not permitted to surpass those limits regardless of how many campus jobs they hold.

ATTENDANCE POLICY

Student employees are required to show up for the shifts they are assigned. If a student is feeling ill or has a conflict with an assigned shift, they are asked to contact their supervisor as early as possible about the impending absence. Some departments may hold the student employee responsible to find a substitute for the missed shift. Failure to notify a supervisor of an absence will lead to disciplinary action.
RESPECT in the WORKPLACE

SOCIAL MEDIA GUIDELINES

Anything you post or display on the Internet should be done so responsibly. The AMU adheres to the Marquette University Social Media Guidelines for students, faculty and staff for department accounts that are Marquette-sponsored. http://www.marquette.edu/social/about-for-students.php

Additionally, the AMU reminds all employees and student employees in regards to social media:

- Please refrain from posting any information that reflects negatively on the university, AMU departments, supervisory positions or customers
- Do not let use of social media interfere with your job activity or performance
- Be knowledgeable of laws including ones specific to privacy, discrimination and harassment

PERSONAL PHONE USAGE

While at work, student employees are expected to exercise discretion in using personal cellular phones. Personal calls and texting during work hours, regardless of the phone used can interfere with productivity, safety and may be distracting to others. Student employees that work within the AMU should make personal calls and text during breaks and lunch.

CONFIDENTIALITY

Depending on the area of the AMU you are employed you may have access to confidential information. This may include budget, employment records and other sensitive materials or conversations. As such student employees are required to handle all confidential information, whether written, computerized, oral, or in some form, in such a way that it shall not be inadvertently revealed or disclosed to any other person. Failure to observe these confidentiality guidelines, may result in immediate termination.

DRESS CODE

The AMU asks all student employees to be mindful of their appearance, dress and hygiene while working out of respect to guests of our operations. Specific clothing items not permitted to be worn while working include:

1. Pajamas
2. Sweat pants (including yoga pants)
3. University or college apparel that is not Marquette University
4. Apparel endorsing a political affiliation
5. Excessively ripped or frayed items

Depending on your specific job in the AMU, there may be additional limitations for dress while working. Also, some departments require students to wear uniforms while working. All student employees should speak to their supervisor for a detailed description of the dress code for their area.


CUSTOMER SERVICE

The AMU is dedicated to serving the Marquette University students, faculty, staff, alumni and community. A positive attitude and willingness to assist the needs of our guests is expected of all employees to showcase the AMU’s commitment to providing excellent customer service.

UNIVERSITY-OWNED COMPUTER USAGE

The AMU follows the IT Services Acceptable Use Policy. [http://www.marquette.edu/its/about/aup.shtml](http://www.marquette.edu/its/about/aup.shtml)

If your student employment position at the AMU provides you with access to a university-owned computer, these guidelines will be enforced.
SAFETY

MARQUETTE UNIVERSITY DEPARTMENT OF PUBLIC SAFETY

The Marquette University Department of Public Safety is committed to maintaining a safe environment on campus. DPS serves the Marquette community and adjacent areas where students and employees reside and socialize. [http://marquette.edu/publicsafety/](http://marquette.edu/publicsafety/)

All AMU employees and student employees should add DPS phone numbers to their cell phones:
- Non-Emergency (414) 288-6800
- Emergency (414) 288-1911

**Local Intercampus Mobile Operation (LIMO)**
This transportation can be used as a safe option for student employees traveling across campus or from work to their homes. LIMOs do not just drop student employees off at a destination; they will wait until a passenger has arrived safely inside their home, car of building. LIMOs run 365 days a year from 5:00 pm - 3:00 am (5:00 pm - 4:00 am academic weekends). All riders must present a valid Marquette I.D. to use the transportation. LIMO service can be requested by calling (414) 288-6800, waiting at a LIMO stop, flagging a LIMO in transit or pick up a blue light phone.

**Student Safety Patrol (SSP)**
Student employees can also request a SSP walking escort when traveling from spot to spot on campus. SSP walking escorts are available 7 days a week from 5:00 pm - 12:00 am. Their patrol covers Clybourn Avenue 11th to 20th Street, Wisconsin Avenue 10th to 20th Street, Wells Street 11th to 20th Street and Kilbourn Avenue 12th to 20th Street. To request a SSP walking escort, you can call (414) 288-6800, stop a SSP team on the street or pick up a blue light phone.

**DPS Escorts**
Any student employee carrying a cash bank from the AMU to another building must contact DPS for an officer escort from one location to another.

**LOCKERS**

The AMU has lockers located on the first floor that can be rented out for $10 a semester or $15 for both fall and spring semesters. AMU student employees who would like to rent a locker to secure their property can rent a locker for FREE. To do this, a student employee will need to go to Union Station (AMU 1st floor) to fill out paperwork to issue a locker for the desired time period.

**WORKPLACE HARASSMENT**

The AMU follows the Marquette University Harassment Policy:
Marquette University, as a Catholic, Jesuit institution, insists that all human beings possess an inherent dignity and equality because they are made in the image and likeness of God. The university entirely and consistently disowns, as a matter of principle, any unlawful or wrongful discrimination against the rights of others.

As the university is committed to maintaining an environment in which the dignity and worth of each member of its community is respected, it will not tolerate harassment of or by students, faculty, staff and guests or visitors. Such behavior of identified individuals or groups will be subject to appropriate action,
including, but not limited to, education, probation, suspension or expulsion from the institution or the campus and/or civil or criminal action in some instances.

Harassment is defined as verbal, written or physical conduct directed at a person or a group based on color, race, national origin, ethnicity, disability, age, gender or sexual orientation where the offensive behavior is intimidating, hostile or demeaning or could or does result in mental, emotional or physical discomfort, embarrassment, ridicule or harm.

Harassment includes not only offensive behavior that interferes with a person’s or group’s well-being or development, but also such behaviors that interfere with one’s employment, educational status, performance, or that create a hostile working, academic or social environment. In this regard, sexual violence is deemed to be a form of sexual harassment. It is a violation for a university person — student, faculty, staff, guest or visitor or anyone else acting at the instigation of a university person — to:

1. Engage in any form of harassment whether intentional or unintentional on the campus or in the off-campus area.
2. Retaliate against a person who has initiated an inquiry or complaint having to do with harassment.

http://www.marquette.edu/osd/policies/harassment.shtml

If a student employee believes they have encountered a form of harassment, the reporting process for Marquette University is:

**Reporting Suspected Sexual Harassment**

Any employee or student with a sexual harassment concern or question, before filing a formal complaint, may contact the Department of Human Resources affirmative action officer for counsel and assistance. A student may also contact the Office of Student Affairs. Any individual, employee or student who believes that he/she may have experienced sexual harassment or who believes that he/ she has observed sexual harassment taking place must report this information immediately to one of the following reporting officials:

1. The affirmative action officer;
2. The director of human resources and employee benefits;
3. The deputy Title IX coordinator or the dean of students;
4. The vice provost;
5. The Department of Public Safety; or
6. The complainant’s supervisor, when the supervisor is not the accused.

Reports/complaints received in any of these offices in which the accused is an employee (faculty, staff or student employee) must, in turn, be immediately reported to the Department of Human Resources affirmative action officer. Reports/complaints received by any of these offices in which the accused is a student (other than students accused in their capacity as employees) must, in turn, be immediately reported to the dean of students, who will process such complaints pursuant to the procedures set forth in the university policies and procedures. Reports/complainants in which the accused is neither a Marquette employee nor student (e.g., vendors, visitors, etc.) shall be processed consistent with any other complaint by notifying one of the six reporting officials above, although the university reserves the right to alter or modify the procedures outlined below, in its sole discretion, in order to effectively handle these complaints.

Copies of all sexual harassment complaints shall be forwarded immediately upon receipt by the Department of Human Resources or the Office of Student Affairs to the executive vice president or provost or his/her designee. The director of human resources and employee benefits (in cases where the accused is a staff member or student employee) or the vice provost (in cases where the accused is a
faculty member) shall also be immediately notified by the Department of Human Resources affirmative action officer that a complaint has been received.
PERFORMANCE REVIEWS

WHEN THEY TAKE PLACE

Student employees* are given a performance review each semester. In the fall they take place November 1-30 and in the spring they take place April 1-30. Student employees may be asked to fill out a self-evaluation before sitting down with their student manager to review their semester performance review.

*Student employees hired in the fall after October 15 and in the spring after March 15 will not be given a performance review until the following semester

FORMAT

The AMU student employee performance review consists of two parts. There are 12 categories that all student employees are evaluated on: Communication, Customer Service, Teamwork, Interpersonal Skills, Job Performance, Problem Solving, Quality of Work, Time Management, Flexibility, Initiative, Reliability & Dependability, and Professionalism. Student employees are then also graded on 5 department specific categories (please ask your student manager or supervisor to let you know what those are for your area.)

Student employees are graded on the following scale:

**E-Exceptional:** Exceptional performance that is rarely achieved; provides precedent setting results beyond the scope of the major functions; demonstrate the highest standards of performance

**EE-Exceeds Expectations:** Frequently exceeds major requirements and expectations; accomplishments noteworthy and highly valued; typically demonstrates higher standards of performance

**ME-Meets Expectations:** Consistently performs all major requirements satisfactorily; accomplishes all objectives; occasionally exceeds the expectations; normal guidance and supervision are required

**O-Opportunity for Growth:** Occasionally fails to meet minimum requirements in one or more key aspects; demonstrates one or more performance deficiency; development opportunities will be discussed in order to meet expectations of position

**U-Unacceptable:** Consistently fails to meet minimum requirement in critical aspects and performance standards; immediate improvement required

Student employees may be asked to fill out a self-evaluation before sitting down with their student manager to review their semester performance review.
HOW PAY INCREASES ARE DETERMINED

After receiving two performance reviews and working for the AMU one year, student employees are eligible for a pay increase.

Each category grade in their performance review is awarded a point:

- **E-Exception** = 4 points
- **EE-Exceeds Expectations** = 3 points
- **ME-Meets Expectations** = 2 points
- **O-Opportunity for Growth** = 1 point
- **U-Unacceptable** = 0 points

The total score of each performance review is averaged together to determine what pay increase the student will receive for the next semester. For example, if a student had a total score of 48 points on the fall performance review and a total score of 52 points on the spring performance review, the average score would be 50 points for the year.

The student employee’s pay increase is determined by the following breakdown:

- 59-68 points = $0.35 pay increase
- 46-58 points = $0.25 pay increase
- 33-45 points = $0.15 pay increase
- 24-32 points = $0.10 pay increase
- 0-23 points = no increase

Using the example above, a student employee who averaged 50 points between the fall and spring semester would then receive a $0.25 pay increase at the start of the next semester. Note, pay increases do not go into effect during summer employment.