



Alumni Memorial Union

STUDENT EMPLOYEE HANDBOOK

FALL 2019

"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

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Welcome to the AMU family!

You are now part of a great team of staff and students committed to providing services to enhance the quality of life in the Marquette community through their roles in the Alumni Memorial Union. The AMU family is a team of 17 departments with roughly 30 full-time staff and over 300 student employment positions who work not only in the student union, but also one that stretches out to all areas of campus such as the Annex on 16th & Wells, Tory Hill Café in the Law School's Eckstein Hall and down at Valley Fields to name a few.

The Alumni Memorial Union is a community center on Marquette's campus housing a plethora of services and office, providing space for university events and offering dining options for many throughout the year. Therefore, the AMU 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,

Neal Wucherer,
Alumni Memorial Union, Director

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 & Orientation

- Supports administrative services for the AMU operations including aspects like assisting with the student employment application process
- Provide all new AMU Student Employees with an orientation by reviewing the student handbook and giving them a tour of the facility

AMU Event Services

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

Annex - Restaurant

- Provides restaurant, bar and catering services as 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 Café

- Provide services from barista to cashier at all five full service cafés across campus located in the AMU, Cudahy Hall, Raynor Library, David Straz Business School and the Dental School.

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 services throughout campus from meetings to informal and formal dining, indoor and outdoor events

Concessions

- Provide concessions services Marquette Athletic event-driven concession areas in the Al McGuire Center and Valley Fields

Division of Student Affairs Marketing

- This office creates promotional materials for the Alumni Memorial Union, Annex, and the Division of Student Affairs. The DSA Marketing Office also does printing for student organizations.

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 featuring Innovation Kitchen

- A restaurant located in the AMU 2nd floor, open to the public Monday to Friday over the lunch hour. Innovation Kitchen can be used for special events outside of the lunch hour too.

Marquette Place and Erbert's & Gerbert's

- Main food court on campus with restaurant stations that offer soups, sub sandwiches, grill items, Mexican, salads and Einstein Bagels and a variety of grab and go items

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 Café & Catering

- Provide all restaurant and catering services for 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)

- The main welcome desk locations on campus in the Alumni Memorial Union's second floor lobby. The Info Desk also answers the university's main 1-800 phone line

WEBSITES

www.marquette.edu/amu

www.marquette.edu/annex

www.marquettedining.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/Marquette_amu

ALL STAFF

An annual event in the fall semester, all of the 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*

Marquette University Guiding Values

In accordance with the Catholic, Jesuit mission and vision here at Marquette University, we hold that all people and things are created to praise, reverence and serve God in our community and throughout the world, and thus every aspect of the university's lifeblood and work holds this principle and foundation as its beginning and end.

As students and employees at Marquette University, we will therefore enact the following values and behaviors in our lives and our work to serve the greater glory of God:

- *Pledge personal and holistic development of students as our primary institutional vocation*
- *Pursue academic excellence and educate students who are men and women for and with others throughout the world*
- *Embody a spirit of interdisciplinary curiosity, research, innovations, entrepreneurship and application to change and improve ourselves, our community and our world*
- *Nurture an inclusive, diverse community that fosters new opportunities, partnerships, collaboration and vigorous yet respectful debate*
- *Live as servant leaders with a commitment to the Jesuit tradition and Catholic social teaching for all people, beliefs and faith traditions*
- *Create bold, ambitious plans enacted with agility, authentic accountability and a commitment to the greater good*

WHO'S WHO in the AMU?

SUPERVISORS

Administration

Denice Juckem, Coordinator of Administrative Services
Rob Mullens, Union Station Manager
Ali Myszewski, Associate Director Marketing, Student Employment & AMU Information
Neal Wucherer, Director Alumni Memorial Union

AMU Event Services

Linda Lee, AMU Event Services Assistant Director
Chad Wheeler, Senior Event Coordinator
Morgan Davis, Event Coordinator
Rachel Gallo, Event Coordinator
Tonzra Hill, Event Coordinator

Dining Services

Melanie Vianes, Director of Operations, Retail and Catering
Renee Georgiev, Brew Cafes Manager
Stephanie Morgan, Brew Cafes Supervisor
Chamera Perry, Brew Cafes Supervisor
John Sill, Catering Director
Jenifer Waites, Catering Assistant Director
Cindy Tzortzos, Catering Supervisor
Brad Dawson, Executive Catering Chef
Vicki Cicatello, Lunda Room featuring Innovation Kitchen Manager
Mike Sanders, Marquette Place and E&G Manager
Shirley Roberts, Marquette Place and E&G Supervisor
Rodney Deberry, Marquette Place and E&G Supervisor
Christine Ehrke, Tory Hill Café & Catering Manager
Megan Gajewski, Tory Hill Café and Catering Chef Supervisor

Facilities and Operations

Dan Ablor, Assistant Director Operations
Eric Schierer, Technical Services Coordinator
Lucas Morrison, Technical Services Assistant Coordinator
Brad Schloss, Operations Coordinator
Anna Banda, Building Supervisor
Edi Kuhn, Building Supervisor
Nick Rockweit, Building Supervisor

STUDENT LEADERSHIP POSITIONS

An opportunity to grow into a student leadership position is possible in every department here at the Alumni Memorial Union. Currently, there are three 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 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.

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 Job Placement Form along with a link to print 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 students will be given instructions to take the Job Placement Form to the Student Employment Office to complete the document 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).

ELECTRONIC TIME KEEPING

EmpCenter is the university's electronic time and attendance (payroll) recording system. Student employees will utilize EmpCenter to record their time and attendance. Supervisors will assist new student employees as to how and where they should clock into EmpCenter to record their time. Employees can record hours worked in one or more of the following ways:

- Swipe your MUID at a standard time clock to record time (located in the AMU on the 2nd floor behind the elevators)
- Login at the WebClock, a web-based interface using a computer designated by your supervisor <https://empcenter.mu.edu/workforce/Logon.do>

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 2017-2018 academic year was Sunday, August 20th to Saturday, September 2nd. Time cards were processed on Tuesday, September 5th. Paychecks for the hours worked Sunday, August 20th to Saturday, September 2nd were issued on Wednesday, September 13th.

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 to 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>

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 Police Department

The Marquette University Police Department is dedicated to maintaining a safe environment conducive to learning, living and working at Marquette. MUPD serves the Marquette community and adjacent areas where students and employees reside and socialize. <http://marquette.edu/mupd>

All AMU employees and student employees should add MUPD 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 or 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

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. Marquette University seeks to provide an environment whereby students, faculty, staff, guests and visitors can study, work, and experience the University community without harassment or discrimination.

Marquette University prohibits harassment and discrimination on the basis of race, color, gender, age, sexual orientation, religion, disability, veteran's status or national origin, or any other characteristics protected by law, in its programs and activities. In addition to being contrary to the University's Mission and Guiding Values, Harassment and Discrimination are prohibited by this Policy, the University's Sexual Harassment, Discrimination and Sexual Misconduct Policy, and state and federal laws. The University is dedicated to providing a prompt and thorough response to conduct that adversely impacts, or has the potential to adversely impact, the educational or work environment of Marquette University faculty, students, staff, guests and visitors.

This Harassment and Discrimination Policy ("Policy") has been developed to provide recourse for individuals who believe their rights as protected by this Policy have been violated, and serves as a means to determine, after the fact, if specific behaviors constitute violations of this Policy.

Prohibited Conduct under this Policy

Harassment, as defined by this Policy, includes any action, language or visual representation, based on any characteristic protected by law including race, color, gender, age, sexual orientation, religion, disability, veteran's status or national origin, that is sufficiently severe, pervasive, persistent or patently offensive that it has the effect of unreasonably interfering with that individual's work or academic performance, or that creates a hostile working, educational or living environment. Sexual harassment and harassment based on gender are prohibited at the University and are covered under the **Marquette University Sexual Harassment, Discrimination and Sexual Misconduct Policy**, as are other forms of Sexual Misconduct defined therein (including sexual assault, dating or relationship violence or stalking).

Non-discriminatory harassment as defined by this Policy, includes any action, language or visual representation, that is sufficiently severe, pervasive, persistent or patently offensive that it has the effect of unreasonably interfering with that person's work or academic performance, or that creates an intimidating, hostile, or offensive working, educational, or living environment. It is a violation of this Policy for a member of the Marquette community (faculty, staff, student, guest or visitor, or anyone else acting at the instigation of a Marquette community member) to:

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

Procedures

Information about harassment is available from the following offices: Student Development, Residence Life, Student Affairs, Campus Ministry, Counseling Center, Recreational Sports, Marquette University Medical Clinic, International Education and Marquette University Police Department (MUPD). The Office of Human Resources may be contacted for counseling and assistance relating to affirmative action issues. Anyone with a question or concern about harassment is encouraged to contact one of the above offices for counsel and assistance.

Harassment complaints about a student should be filed with the Office of Student Development or Marquette University Police Department. Harassment complaints about an employee (including a student employee) should be filed with the employee's immediate supervisor. If the complaint is with the immediate supervisor, the employee should contact the supervisor's immediate superior. A complaint about a guest or visitor should be called to the attention of the host or the supervisor of the area or event where the concern has arisen.

The right of confidentiality for any party involved in a harassment incident, including the complainant and the charged, will be respected insofar as it does not interfere with the university's obligation to investigate allegations of misconduct and to take corrective action where appropriate.

Any student or employee may also contact the affirmative action officer for counseling and assistance.

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 5 categories that all student employees are evaluated on: Quality of Work, Interpersonal Work, Independent Work, Time Management 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:

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

DNMA-Does Not Meet All: 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

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:

EE-Exceeds Expectations = 3 points
ME-Meets Expectations = 2 points
DNMA-Opportunity for Growth = 1 point

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 21 points on the fall performance review and a total score of 26 points on the spring performance review, the average score would be 23 points for the year.

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

26-30 points = \$0.25 pay increase
21-25 points = \$0.15 pay increase
16-20 points = \$0.10 pay increase
#of points <16 points = no increase

Using the example above, a student employee who averaged 23 points between the fall and spring semester would then receive a \$0.15 pay increase at the start of the next semester. Note, pay increases do not go into effect during summer employment.