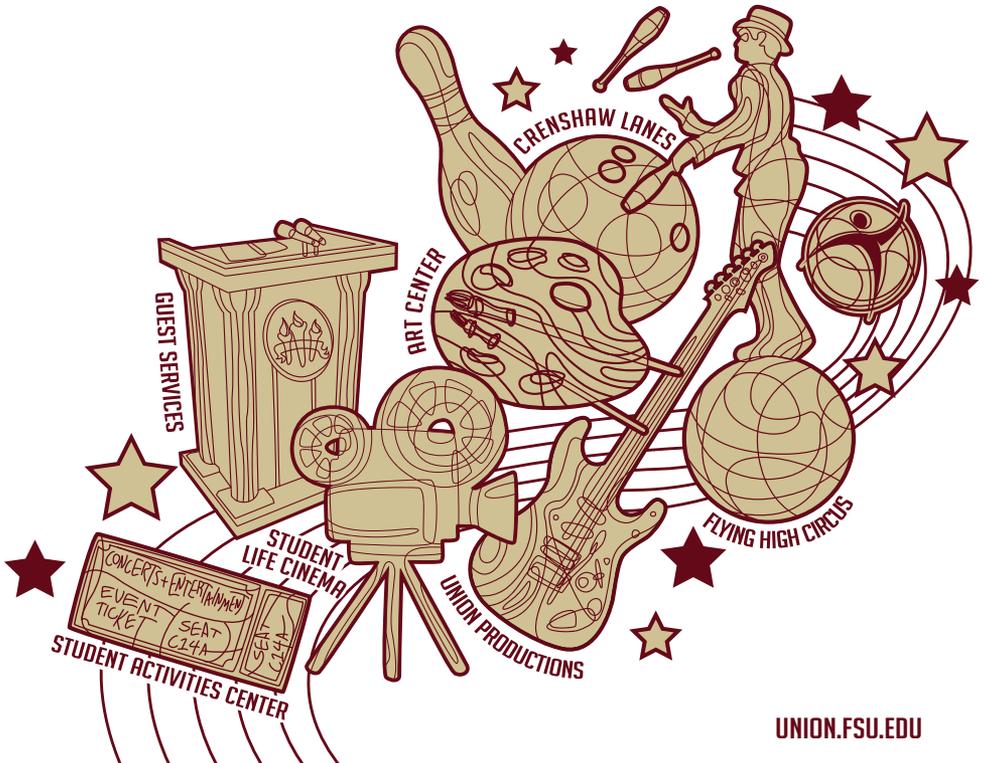




FLORIDA STATE UNIVERSITY  
**OGLESBY  
UNION**

# STUDENT EMPLOYEE HANDBOOK





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# WELCOME

Welcome to the Oglesby Union! We are so excited you have joined our team. The Oglesby Union is meant to be a place for all students to become engaged not only in our programs and services but to also find a connection to the university. We hope that you will learn about and take advantage of everything the Oglesby Union offers in our Student Activities Center, Art Center, Crenshaw Bowling & Billiards Center, the Askew Student Life Center & Cinema, the Flying High Circus and Guest Services.

As an integral member of our team we hope that you will find your time as an employee of the Oglesby Union to be a positive and rewarding experience. Please know that as Union professionals, we are all invested in your development as a person, student, professional and future alumni. We hope that you will gain skills such as technology support, facility supervision, event planning, peer supervision, conflict management, customer service and budgeting just to name a few. If there is anything we can do to make your experience better, do not hesitate to reach out.

The Oglesby Union employs almost 200 students each year and the goal of this handbook is to help you make the most of your employment experience. This handbook will serve as a resource to help you be successful in your role within the Oglesby Union, therefore please take the time to read through it and ask any questions you may have.

Go Noles!

**Dr. Matthew Ducatt**  
**Oglesby Union Director**





# HISTORY





# Where Did Unions Come From?<sup>1</sup>

In the 1800s three debating societies came together at Cambridge University, England, and that was the beginning of today's college unions.

Today's union provides programs and services that students need in their daily lives. Programs offered by student unions include concerts, films, student government associations, clubs and organizations, food and meeting facilities, and numerous other programs. For many, the union becomes a place to hang out and meet with friends, sometimes it is referred to as "the campus living room." It is always a place where students feel welcome and safe.

The more common union programs, offered by at least 75% of all unions, include art exhibits, concerts, film series, games and tournaments, forums, lectures, and numerous special programs and projects. Outdoor, or adventure, activities may also be organized by unions and student activities programs. Essentially, union programs assist students in attaining their educational goals by providing opportunities for creative and productive recreation and by offering outlets for experiential learning through programming boards, student employment, and other campus programs and activities.

<sup>1</sup> ACUI Home Page - <http://acuiweb.org/indexal.asp>

# The Oglesby Union and Its Namesakes

The ROSCOE R. OGLESBY UNION COMPLEX contains many of the buildings listed below. Housed within the Union Complex are the Student Activities Center (SAC), Crenshaw Lanes, Club Downunder, Moore Auditorium, the Turner Union Administration Building, Art Center, Student Government Association (SGA), Union Food Court, Union Green, Amphitheater, Ballrooms, and Conference/ Meeting rooms. The Complex was named in 1974 for Dean Ross Oglesby, who had been at Florida State University for 19 years as Professor of Government and concurrently for 10 years as Dean of Students. While Dean, he was instrumental in remodeling and expanding the Union and its facilities. At a dedication ceremony in 1975, he was described as “a friend of students; one of the key planners of the University Union; scholar in International Law. He sought to make all of University life a learning experience.”

The CRENSHAW BUILDING houses FSU's 12-lane bowling center and billiards room. The bowling center is used for both academic and recreational bowling and is home to the FSU Intercollegiate Men's and Women's Bowling Teams. The building is named for Robert Edward Crenshaw, a 1956 graduate. Crenshaw was president of the 1956 class and co-captain of the football team. He was also president of the junior class, a member of Omicron Delta Kappa, Gold Key, and the Hall of Fame. In 1956 he was named to Who's Who in American Colleges and Universities. He was a member of the Alpha Tau Omega social fraternity. He was killed while on active duty as a U.S. Air Force pilot. Bob Crenshaw was the son of Mr. and Mrs. E.E. Crenshaw of North Miami, Florida.

The DAVIS BUILDING is named for Helen Morris Davis, a graduate of the 1929 class of Florida State College for Women. As a student, she was a member of Omicron Nu, the “F” Club, and Alpha Omicron Pi sorority. She served in the U.S. Army as chief of the dietetic section of the Medical Specialists Corps where she received the Legion of Merit for her work in modernizing hospital food services. She retired from the Army with the rank of Lieutenant Colonel.

MOORE AUDITORIUM is a large, 350-seat auditorium that is used for both academic and extracurricular activities. It is named for Coyle E. Moore, Jr., a 1956 cum laude graduate. Moore served as president of the student body; he was a member of the Kappa Alpha Order, Phi Kappa Phi, Phi Eta Sigma, Omicron Delta Kappa, Gold Key, and Circle K. He was named to the Hall of Fame and Who's Who in American Colleges and Universities. Picked as the “Outstanding ROTC Cadet” during his sophomore and junior years, he was also selected in 1954 as the “Most Outstanding College Student in Florida.” Moore died in 1961 after a heroic battle against cancer. His parents were Dr. and Mrs. Coyle E. Moore, Sr. for whom the Moore Athletic Center is named.

The DR. NANCY A. TURNER BUILDING houses the Administration offices for the Union. These include the offices of the Director and Associate Directors, Personnel Services, and Accounting. It is named for Nancy A. Turner, a 1961 and 1977 FSU graduate. As a student, Turner was involved with hall government and the Baptist Student Union. She also served as a Junior Counselor. She had an exemplary professional career at FSU in Student Affairs. Serving as Union Director from 1979 to 2003, she oversaw two major renovations of the Union complex, including the addition of the Nancy A. Turner Building, creation of the Student Activities Center, makeover of the Union Ballrooms, and the addition of the Union Food Court and Union Art Gallery. Under her direction, “Art in Low Places” was created; “Later,” the Friday late-night initiative, was developed, the Club Downunder found a permanent home, and the film series left the confines of Moore Auditorium for the state-of-the-art theater in the Askew Student Life Center. Through her efforts as director and mentor to staff and students alike, the Oglesby Union has developed into one of the premier unions in the country.

The CAROLYN KRENTZMAN LOUNGE houses the Union’s Guest Services Department, Union Gallery, and a big screen TV. It was named for Carolyn Krentzman in a ceremony on October 3, 1997. Ms. Krentzman served as the Space Reservations Coordinator during her seventeen years working at the Oglesby Union. She retired in 1981 after twenty-six years with Florida State University. Her commitment to the ideals of a college union and to the students with whom she worked has been unparalleled.

The MICCO ROOM is used by members of the University community for meetings and receptions. An adjacent serving kitchen allows for catered meals to be served in this facility. It was named in 1976 for Holata Micco, former chief of the Seminole Indian tribe. He was also known as Billy Bowlegs, sometimes called “King” or “General” Bowlegs, and was chief in the mid-1840s.

The BRANDEWIE SENATE CHAMBER is the home of the SGA Senate. Senate meetings are held here on a weekly basis. It was named for Robert A. “Bob” Brandewie in a ceremony on September 28, 1988. Mr. Brandewie worked for Florida State University for nineteen years, thirteen of which were devoted to being a liaison with the Student Government Association. His experience and knowledge in Student Affairs made him an unparalleled resource for student leaders.

(Continued on next page...)

The JACK HASKIN CIRCUS COMPLEX is the official home of the FSU Flying High Circus. It is named for Glenn A. “Jack” Haskin. Haskin formed the FSU Circus in the Fall of 1947 as a joint activity for men and women after the campus became coed. While directing the Circus, he also carried a full teaching load in recreation/physical education. In 1986, Governor Bob Graham commended Jack, and the Florida Legislature voted to name the Circus complex in honor of Coach Haskin with a monument that reads: “Each time the Flying High Circus tent is raised, it stands as a tribute to the man who had the vision to bring a unique activity to the campus.”

The ASKEW STUDENT LIFE CENTER houses the Union’s campus film series and Student Life Cinema in a state-of-the-art movie theatre. This venue features 35 mm and digital projection, 5.1 Dolby Digital surround sound, stadium seating, and concessions. Cyber Café offers computer gaming and Internet access on 13 newly renovated computers and two console gaming stations. Student film and games committees plan and produce all screenings and games tournaments. The building opened in 2000 and was named in honor of Governor Reubin O’D. Askew in October 2006. The ASLC is also home to University Housing, University Counseling Center, the National Pan-Hellenic Council, and the Congress of Graduate Students.

The STUDENT SERVICES BUILDING opened in January 2004 and houses conference and meeting rooms for use by the University and greater community. A serving kitchen and large multipurpose room allow for large catered meals and/or events. Located on the Woodward Plaza between the Oglesby Union and the Askew Student Life Center, the building features several important services, including the Student Disability Resource Center, the Division of Sponsored Research Services, Sponsored Research Accounting Services, FSU Research Foundation, and a Late-Night Denny’s. In addition, the Oglesby Union facilitates the second floor, which is 13,000 square feet. The Union floor includes four conference rooms, three meeting rooms, a reception room, and a banquet room.





# THE OGLESBY UNION





# Mission

The mission of the Oglesby Union is to foster community among students, faculty, staff, alumni, and guests by being a student-centered organization that through volunteers, boards, committees, and student employees offers experiences in citizenship and educates students in leadership and social and ethical responsibility. The union is the community center of the university, 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 university.

# Purpose

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 university.

Traditionally considered the “hearthstone” or “living room” of the campus, today’s union is the gathering place of the university. The union provides services and conveniences that members of the college community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

# Values

## *Excellence*

We are a center for community that provides the highest caliber services and activities for our guests.

## *Respect*

We provide a culturally diverse environment that creates opportunity for discovery and encourages dignity in the learning process.

## *Learning*

We are a learning environment where student development and leadership opportunities, as well as entertainment and cultural enrichment, abound.

## *Vision*

We encourage the curious to be creative, and promote citizenship as interactions occur in program development and self-governance.

## *Openness*

We are a laboratory providing students with the opportunity to partner with each other, as well as staff and faculty, to foster trust, teamwork, and group involvement.

# Union Departments

## ***Administration***

The Union Administration Office is located on the second floor of the Oglesby Union across from the Krentzman Lounge and above Einstein's. The Union Director, Associate Directors, Accounting Office as well as Human Resources are also housed in the Administration suite. For more information, go to <http://union.fsu.edu/union-staff> or call (850) 644 - 6860.

## ***Art Center***

Students who want to express their artistic side can come to the Oglesby Union Art Center. The Art Center offers classes in ceramics, photography, painting, drawing, glass fusing, stained glass, mosaic tile art, and jewelry making. Students can also paint their own pieces of pottery at the Art Center with Paint-a-Pot. To learn more, visit <http://union.fsu.edu/artcenter> or call (850) 644 - 4737.

## ***Askew Student Life Center***

Always free for students, the Askew Student Life Center (ASLC) is the place on campus for film buffs to catch up on new releases and old favorites. With a new film showing every week, there is always something for everyone. During the day, students can play games in the Cyber Cafe or grab a bite to eat and a drink at the Grindhouse. To see a current movie schedule, go to <http://movies.fsu.edu> or call (850) 644 - 4455.

## ***Education, Assessment and Research***

The Department of Education, Assessment and Research in the Oglesby Union at Florida State University was established to meet the research, training, and development needs of Union constituencies. In addition, we plan and conduct on-going professional development programs, such as workshops and retreats and make training and development tools and resources available to staff and student employees. For more information, go to <http://union.fsu.edu/education> or call (850) 645-1559.

## ***Crenshaw Lanes***

At Crenshaw Lanes, students can enjoy casual bowling, billiards, or even join one of the bowling leagues. There are two different bowling leagues and a Bowling Club in which students can participate. The blacklights during Cosmic Bowling on Friday and Saturday nights make for a unique bowling experience. For prices, go to <http://union.fsu.edu/crenshaw> or call (850) 644 - 1819.

## ***FSU Flying High Circus***

The Flying High Circus is one of only two collegiate circuses in the nation! The circus hosts many amazing shows, and features performances such as juggling,

balancing, and the flying trapeze. Students interested in performing in the circus have the opportunity to receive training and audition for a spot in the Spring Home Show Series. Although it is not mandatory to participate in the Circus, students enrolled in PEM1952 can receive academic credit.

To learn more, go to <http://circus.fsu.edu> or call (850) 644 - 4874.

### ***Guest Services***

Guest Services provides reservable space for a variety of events including meetings, conferences, social events, dances, and banquets. Visit the Information Center/Lost & Found if you need information on the campus or if you've lost a valuable item.

To reserve a space, go to [http://union.fsu.edu/guest\\_services](http://union.fsu.edu/guest_services) or call (850) 644 - 6083.

### ***Office of Fraternity and Sorority Life***

The Office of Fraternity and Sorority Life works with 57 social fraternities and sororities at Florida State University. These values-based organizations promote leadership, scholarship, brotherhood/sisterhood and service. With 29 fraternities and 26 sororities, including 18 culturally based Greek letter organizations, Fraternity/sorority Life provides a unique opportunity for students to be a part of a more than 100 year old campus tradition. To learn more, go to <http://greeklife.fsu.edu> or call (850) 644 - 9574.

### ***Operations***

The Operations Department for the Oglesby Union is located on the ground floor next to the Union Food Court. All maintenance, custodial and sustainability needs are managed through this office.

To learn more, go to <http://union.fsu.edu> or call (850) 644 - 6860.

### ***Student Activities Center***

The Student Activities Center is home to Recognized Student Organizations, Homecoming, Seminole Sensation Week, and more! Students who are interested in creating a Recognized Student Organization may do so through Student Organization Services (SOS). There are currently over 600 RSO's at FSU.

To learn more, go to <http://union.fsu.edu/sac> or call (850) 644 - 6673.

### ***Union Productions***

Union Productions is FSU's student-run programming board and is a department within the Union's Student Activities Center. They host concerts, comedy, lectures, culture & arts, co-sponsorships, daytime, and special events in their on-campus venue, Club Downunder, and primarily in the Union. All aspects of Union Production events are orchestrated by a dedicated group of FSU undergraduates- from booking performers, to setting up dressing rooms, to coordinating audio-visual requests, to advertising lineups. For a current lineup of Union Productions events, visit [up.union.fsu.edu](http://up.union.fsu.edu) or call (850) - 644 - 6860.



# PRACTICES AND POLICIES





# Position Classifications

## *Where do I fit in?*

There are two common classifications of student employees at Florida State University. These include OPS (Other Personnel Services) Employees and Federal Work Study Employees. These are described based on the Florida State University definitions below.

### *OPS (Other Personnel Services) Employees*

These staff members are routinely short term or student employees. OPS pay plan is at-will temporary employment. Employees may be separated from employment at any time. Notice or reason for termination is not required. Layoff rights do not apply. OPS employees must be hired at least at the Federal wage and hour minimum. Individual program units will establish work guidelines as appropriate to the tasks to be done as long as they are not in conflict with the FSU Human Resources (HR) office rules. In the Oglesby Union it is recommended that OPS employment be offered first to FSU students and only offered to non-students in cases where qualified students cannot be identified. OPS employees in general should be scheduled for part-time work. In no instance should an OPS student employee work 40 or more hours per week during the regular school term.

### *Federal Work Study Employees*

Florida State University provides work for students with financial need on campus and with public agencies. The Federal Work Study Program (FWSP) is financed primarily by Federal funds as authorized by the Higher Education Act of 1965. Minimum wages paid to FWSP students are determined by the existing minimum wage rates. The skills and abilities required in a specific position may call for higher wages. FWSP students are expected to perform their duties in accordance with the standards established by the department or agency for which they work. FWSP students will be subject to the same personnel policies set for all student employees. FWSP students who fail to comply satisfactorily with their employer's standards may be dismissed and referred to the Federal Work Study Office for re-assignment or dismissal from the program. Supervisors are urged to take a personal interest in their student employees and to place continuing emphasis on the importance of dependability and initiative.

# Customer Service

## *Who are our customers?*

Service is essential to the mission; therefore, all staff should define themselves as customer service specialists. In a service environment, it becomes important to articulate a service philosophy and to understand who is being served.

## *Union Customers*

All patrons of Oglesby Union services and programs are important.

Because of the funding model, however, the unit recognizes priorities in claims for service. That priority is:

1. Students of Florida State University
2. Florida State University faculty & staff
3. University-related organizations

Individual students can enjoy the common areas in the facilities and food court to read, study, and relax with friends. Individual students and those attending an organization's event should be able to have a satisfactory experience in our facilities.

Recognized student organizations reserve space for meetings, parties, speakers, recruitment/initiations, dances, exhibits, movies, fashion shows, concerts, and theatrical performances. They can reserve space for information booths and display cases in the courtyard, as well as tables and chairs to transport around campus. Recognized student organizations have priority for reserving space.

Faculty, staff, and University-related organizations are limited in reserving space; their events do not take precedence over student organization events. They can schedule/reserve space for conferences, exhibits, theatrical performances, information sessions, and interviewing. Parents and other guests are important customers of the Union and attend events planned and executed by the Union, such as Parents' Weekend and Family Weekend. Additionally, members of the local community occasionally reserve space for meetings, parties, speakers and other functions at the Oglesby Union, Askew Student Life Center, and Student Services Building.

### ***How should I help a guest?***

- SMILE – They're free, they're contagious and they make everybody feel better.
- It is your responsibility to be friendly and helpful.
- When attempting to determine who can meet a guest's need, don't usher them around from office to office. If it is necessary to go from office to office to determine who can help the guest, leave the guest in one place while inquiries are made.
- Patrons and visitors are to be treated with respect and courtesy at ALL times. THERE IS NO EXCUSE FOR BEING RUDE TO A GUEST and/or VISITOR.
- Each staff member is responsible for providing assistance to guests to the fullest extent possible (even if it is not directly related to the employee's position).
- Calls are to be transferred when possible, instead of just telling the individual they have the wrong department or just furnishing them with a phone number.
- If a situation develops where a patron/visitor is unhappy with service, becomes upset, or is rude to you, or if you feel you cannot resolve the problem for any reason, contact your supervisor. The supervisor will assume responsibility for the situation.

### ***Phone Etiquette***

Telephones are to be answered and conversations are to be conducted in a professional, courteous manner. Only employees assigned to specific work stations are to utilize phones located at those sites.

### ***How do I answer the phone?***

Telephones are answered "Oglesby Union" and/or "Department or Unit." Supervisors may require their staff to provide additional information such as employee name, "May I help you," or "Good morning/afternoon." For example: "Good Morning, Oglesby Union, may I help you?" Always offer voice mail as an option to the caller.

When taking a message, you should make sure the message gets to the appropriate person and note the following:

1. The caller's name
2. Call back number
3. The company name (especially for staff who require it)
4. Purpose of call
5. The date and time of the call

### ***How do I handle messages?***

Telephone messages should be taken using message pads whenever possible. All information areas on the message form should be completed. When taking messages, be sure all of the information is correct. If you do not understand what the caller is saying, ask him or her to repeat the information. You should repeat to the caller his/her name and telephone number. Be sure the message form is completely filled out before hanging up. If the calling party does not wish to leave his/her number or says that the party being called already has the number, still try to get the caller to provide the number. This will make it easier for the staff member called to return messages. If the caller will not provide his/her number, note it on the message.

Telephone messages should be delivered as soon as possible. If there is an urgent message for a staff member (who is not in his/her office), you should make every effort to locate that employee.

Telephones should not ring more than three times before being answered. If they ring more than three times, that could mean that the person responsible for answering the telephone is handling another line or problem, so help them.

Staff members are required to identify themselves if a caller asks them for their name. If you do not feel comfortable identifying yourself over the phone, put the person on hold and ask your supervisor or another full-time staff member to come to the phone.

### ***How do I transfer a call?***

Individual judgment can be used for calls, depending on the situation. Each unit may establish appropriate protocol for calls transferred within that unit. In general, when transferring a call to someone outside of a unit, get the full name of the person calling, the company they represent, and the

purpose for the call. Use the link feature to transfer the call and relay the information prior to hanging up.

The telephone number of the intended receiver should be given to the caller in case the transfer does not go through.

If you get a call for a staff member who is busy, do not say “he/she is out.” Instead, say that “he’s /she’s not available at the moment,” and take a message.

Some telephones have long distance capability. ALL long distance calls should be recorded on a log form available from the Accounting Office. We do not accept collect calls unless they are from a staff member who is out of town.

***Do I have to work in different areas?***

It is expected that each unit within the Oglesby Union will contribute, to the utmost of its ability, to the support and aid of other programs during times of special need. Units will provide assistance to other units, to the degree that their own operation is not impaired, on an as-needed basis. Examples of this assistance include, but are not limited to, Parents’ Weekend, Family Weekend, and Seminole Sensation Week.

It is the philosophy of the Oglesby Union that the operation of the Oglesby Union as a whole takes precedence over individual units. From time to time, it may be necessary to reassign staff temporarily from one area to another in order to most effectively meet the needs of our guests.

# The Florida State University Policies

## ***The Florida State University - Equal Opportunity, Non-Discrimination and Non-Retaliation Policies***

The Florida State University (University) is an affirmative action and equal opportunity employer supporting a culturally diverse educational and work environment. The University is committed to a policy of equal opportunity, non-discrimination and non-retaliation for any member of the University community on the basis of race, creed, color, sex, religion, national origin, age, disability, veterans' or marital status, sexual orientation, gender identity, gender expression, or any other protected group status. This policy applies to faculty, staff, students, visitors, applicants, and contractors in a manner consistent with applicable federal and state laws, regulations, ordinances, orders and rules, and University's policies, procedures, and processes. It addresses all terms and conditions of employment in addition to student life, campus support services and/or academic environment.

The University expressly prohibits unlawful discrimination, harassment, or retaliation, whether in assumption, attitudes, acts, or policies. Conduct that intimidates by threat, brings about adversity, or creates a hostile environment, is contrary to the University's commitment of maintaining a harmonious, high performance work and educational environment. Retaliation against an individual, who in good faith brings a discrimination or harassment complaint, participates in the investigation of a complaint, or engages in some other protected activity, is expressly prohibited and will be regarded as a separate and distinct cause for discipline under these procedures.

## ***The Florida State University - Sexual Misconduct***

Sexual misconduct, including sexual harassment, sexual violence (rape, sexual assault, domestic violence, dating violence, & stalking), and all other forms of sex discrimination are violations of University policy and contrary to the University's values, which recognize the dignity and worth of each person. They are also illegal. Sexual misconduct will not be tolerated by Florida State University, whether by faculty, staff, students, visitors, or others. Please see Appendix D for a list of sexual violence prevention campus resources for support.

## ***The Florida State University - Sexual Harassment Statement***

Sexual harassment is a form of discrimination based on a person's gender. Sexual harassment is contrary to the University's values and moral standards, which recognizes the dignity and worth of each person, as well as a violation of federal and State laws and University rules and policies. Sexual harassment cannot and will not be tolerated at Florida State University. You can find more information on the University Human Resource Web page.

## ***The Florida State University - Americans with Disabilities Act Statement***

The Florida State University is committed to a policy ensuring that individuals with disabilities are not discriminated against and that they have equal opportunity and equal access to all the rights and privileges enjoyed by those who are not disabled. The Florida State University will comply with all applicable federal and state laws, regulations, ordinances, orders, and rules and will provide, upon request, reasonable accommodations to individuals with disabilities. This policy and procedure does not intend to expand what is required by law, but to provide procedures for implementation of reasonable accommodation requests.

For more information, go to <http://hr.fsu.edu>.

# STAFF EXPECTATIONS





# Work Performances, Expectations, and Evaluations

## ***A Good Attitude is Important!***

Attitude is very important. As “front line” employees of the Oglesby Union, you represent the Union from the moment you arrive for work until the moment you leave. Since many of you will be responsible for giving out general information about the Oglesby Union, we cannot stress enough the importance of a positive attitude when it comes to dealing with the public, working on a project, or answering the phone! Everyone likes a smile and a “can do” attitude.

Equally important is a willingness to seek assistance when you get a question to which you don’t have the answer. Rather than giving out incorrect information or simply telling the person that you don’t know, check with another Oglesby Union staff member. When in doubt, ASK! Individuals seeking assistance either over the phone or in person have priority over a student assistant’s personal visitors. Always acknowledge people when they walk into the office. Visitors in the office have priority over visitors on the phone.

## ***What do you expect from me?***

As indicated earlier, employees of the Oglesby Union will be provided with opportunities for developing effective work habits, improved leadership skills, higher academic achievement, and a broad knowledge of programs and resources available to students of the University. Several expectations have been developed by the professional and administrative staff members of the Union to help you maximize your opportunities. These expectations should also serve as learning outcomes of your employment experience with the Union and should prepare you for additional work at the University and in your chosen career field.

- Practice customer service with great attitude and be cooperative in your work settings.
- Respect differences, practice civility with coworkers, supervisors and guests.
- Gain and share knowledge of your particular work area and the Union.

- Practice integrity and honesty.
- Possess a desire to learn.
- Excel academically.
- Help us improve our systems and services.
- Take initiative, be flexible, and multi-task when possible.
- Project a professional appearance and be a role model for coworkers and guests.
- Be responsible, be professional, take pride in your work, and strive to commit at least one year of service.
- Practice conflict resolution skills and good communication skills.
- Communicate your needs (personal, academic and professional).
- Have fun!

***Yes, there is a dress code!***

Each employee is expected to report to work well groomed and clean. The image you project through your personal appearance and conduct sends a message of self-respect and professionalism to our customers.

Clothing should be neat, clean, and reflective of the job's requirements. This includes wearing a belt, covered midriff, and correctly sized pants and tops so as not to interfere with work or to attract unnecessary attention. Supervisors will identify dress code violations and appropriate measures will be taken to correct them.

Hats of any kind should not be worn while on duty. Additionally, employees are not permitted to wear any identifying student political party items (i.e. shirts, hats, buttons, etc.) while on duty.

Some Oglesby Union departments have a dress code that states their employees must wear clothing reflective of the job being performed (i.e. custodial workers should wear uniforms and close-toed shoes; Guest Services set up workers should wear polo shirts and closed-toed shoes; Art Center employees should not wear clothing or jewelry that is not conducive to wheel throwing, jewelry making, painting, etc.). Attire/uniforms must be neat and clean.

Proper attire also requires wearing your name tag for the duration of your shift. Name tags should be worn in a way that is visible to customers and

co-workers. Wearing your name tag conveys to customers that you are “on-call” and able to assist them.

Employees, at certain times, will be required to wear an Oglesby Union shirt, provided by the Union. These times may include, but are not limited to, Parents’ Weekend, Family Weekend, and Seminole Sensation Week.

Please remember to remove your Oglesby Union shirt and/or name tag when off-duty so that customers know that you are not “on-call.” This is important, particularly, if you continue to remain in the immediate area of your work location.

If you are unsure about the dress code, your supervisor will be glad to answer any questions you may have. *(Please see appendix C for information)*

### ***Is Attendance Mandatory?***

Every staff member is essential to the operation of Oglesby Union facilities, programs, and services. Attendance is very important; So is being on time. If you know that you will not be able to work the hours you have been scheduled, please let your supervisor know at least 24 hours in advance, except in the case of an emergency. Respect others’ time and arrive to work ready and on time. If you know you are going to be late, please call and let your supervisor know.

Failure to report for your shift or being tardy may result in disciplinary action. Each attendance violation is evaluated individually by the supervisor. Action is taken at the discretion of the supervisor (in consultation with the student manager or crew leader, if applicable).

Missed time may be made up at the discretion of direct supervisors. This does not mean that students are always guaranteed this time. This may result in making up time based on the unit’s needs and not the desired time and/or location of the employee. If you are a work study student, it is to your benefit to work as many hours as possible so that you may receive the full amount of your award.

### ***What do I do if I am going to miss a day?***

All staff will request any anticipated leave in advance. When unforeseen circumstances make this impossible (illness, accident, etc.), the following guidelines apply:

1. The immediate supervisor is to be notified.
2. If unable to notify the immediate supervisor, the employee should contact the next higher supervisor and so on until a person is contacted.
3. Contact should be made with a live person. Voicemail or other types of electronic information transmission systems should not be used.
4. Notification should be made at the earliest possible time, no later than 15 minutes after the beginning of the employee's shift.
5. Notification should be made by the staff member (not spouse, child, friend, etc.) unless physically impossible.

***Can I use the office computers and printers?***

Office computers should only be used for class work or the Internet when all work is completed, as determined by the supervisor. At no time should students use office printers for personal or class work purposes. Students are encouraged to use the nearest computer lab for the printing of class work and/or personal items. Students are not permitted to download music and/or video files for their personal use on office computers.

Members of the University community should use information resources responsibly and considerately, in accordance with the following guidelines:

Campus and network computing resources must be used in a manner consistent with Chapter 815, Florida Statutes Computer Crimes Act and Title 18, United States Code, Electronic Communications Privacy Act of 1985. Unauthorized or fraudulent use of the University's computing resources may result in felony prosecution and punishment as provided for in Florida Statutes, Chapter 775, Florida Criminal Code.

Copying or use of software, except as explicitly permitted under licensing agreements, is a violation of law. Computer users should be able to prove ownership of software in their possession.

The University supports each individual's right to private communication, and will take reasonable steps to ensure security of the network. Although messages on University computing resources are potentially accessible to others through public records laws, Public Records Law requests for documents maintained on University computing resources must be dealt with by the user who controls the requested documents. The University cannot guarantee absolute privacy of electronic communication.

***Can I accept or make personal phone calls (office phone or cell phone)?  
Can I instant message a friend, surf the Web, or use social media (i.e. Facebook, Twitter, etc.) while on duty?***

Students should not use cell phones, instant messaging, or social media while on duty. They tend to distract from your work and keep attention away from your responsibilities. The use of the Internet should occur only after work has been completed and should be limited to those pages appropriate for public view.

When you have free time, it would be beneficial to surf the Oglesby Union webpages to stay informed about what is happening in the Union.

***Can I eat at my desk?***

USPS non-exempt and OPS staff must take lunch away from the work station. Staff will not eat in front of guests.

Unobtrusive “snack” foods may be eaten on an infrequent basis in areas where no guests are present. Employees are responsible for clean-up of any wrappers, crumbs, etc. Meals may be eaten in the designated break area, private offices, or other approved areas.

***Can I have visitors at my desk?***

*Personal*

Personal visits should be conducted during break and lunch periods. Emergency or extraordinary situations may require a personal visit during times other than a break or lunch period. These visits must be kept to a minimum (both in frequency and duration).

Personal visits are not to be conducted in activity areas or in the presence of patrons. This also includes other student employees hanging out while off-duty. This gives the impression that you are on duty and able to help customers, even if you are not. Please be mindful of this.

*Professional/Business Visitors*

These visitors are individuals whose purpose for visiting is directly related to the duties of the individual they are visiting. (For example, an office supplies sales person “visiting” the Senior Secretary would fall into this category).

Staff are expected to accommodate these visitors either at the time they “drop in” or by making an appointment.

***Can I watch TV or listen to the radio while I am at work?***

TVs are placed in lounge areas to provide diversion and recreational opportunities for guests who are waiting in the facilities. Staff members are not to watch TV in public areas (“watch” means to sit down or linger for an extended period of time in the area of the TV; it does not mean glancing as you pass by or pausing for VERY short periods of time). It is the responsibility of the supervisor to determine the location and conditions under which radios or other personal audio devices may be played.

***Can I study while I am at work?***

Supervisors are responsible for providing sufficient work to make productive use of the students’ work hours. Supervisors will request projects/work from other supervisors if they do not have sufficient work for the student to perform. Studying on the job is permitted, only when employees have completed all work tasks within their immediate unit or another unit in need. This should not interfere with an employee’s ability to greet and assist customers as they enter.

***Do I have to maintain a certain GPA to be employed by the Union?***

Students are required to have at least a 2.3 cumulative grade point average at the time of application for a position with the Oglesby Union. Students must also maintain at least a 2.3 GPA to be in good standing. Student employees whose GPA falls below 2.3 for any given semester will be placed on academic probation for one semester. If the student employee does not raise his/her GPA to 2.3 or higher, serious consideration will be given for termination or other appropriate sanction.

***How do I report my time worked and collect a paycheck?***

Student employees of the Oglesby Union are responsible for completing timesheets on Thursday of each week before the close of the day. Failure to do so will result in the employee not receiving a paycheck for that pay period. WE ASK YOU TO COMPLETE YOUR TIMESHEETS DAILY SO THAT IT IS AS ACCURATE AS POSSIBLE; HOWEVER, FOLLOWING THE LAST THURSDAY OF THE PAY PERIOD YOU CANNOT ENTER TIME ON FRIDAY, SATURDAY, SUNDAY OR MONDAY UNTIL THEY ARE FINISHED CALCULATING THE PAY PERIOD THAT JUST ENDED. In the event this due date changes (due to a holiday within the pay period), employees will be notified by their immediate supervisors.

Hours worked must reflect actual time worked (i.e. 7:58 a.m. and not 8:00 a.m.). Any discrepancies between time worked and time recorded (i.e. employee becomes ill after the timesheet is submitted) must be corrected. Employees who do not seek prior approval and properly complete their Submission of fraudulent time sheets may result in disciplinary action ranging from oral reprimand to dismissal and legal action. Fraud may include incorrectly recording time under false pretenses.

On the following pages you will find directions on how to get to your timesheet. A sample of a properly completed timesheet will be shown as well.





# myFSU

Your centralized gateway to FSU applications.

### Upcoming Campus Events

- AUG 31** English Conversation Club  
4:00 PM - 5:00 PM
- AUG 31** COGS FALL MEETINGS:  
6:30 PM - 10:30 PM
- AUG 31** Students for America's Military of FSU  
7:00 PM - 9:00 PM
- SEP 01** Garnet & Gold Scholar Society Drop-In Advising  
1:00 PM - 2:30 PM
- SEP 01** Note to ProfessoNole Workshop Series:  
Resumes and Cover Letters  
3:00 PM - 4:00 PM

### Announcements

**08/28 - RESOLVED: myFSU BI**  
Access to myFSU BI is restored. Information Technology Services (ITS) has resolved the issue, and myFSU BI is now functioning as normal. Thank you for your patience. We apologize for any inconvenience...

**08/28 - INCIDENT: myFSU BI**  
Information Technology Services (ITS) has received reports of the following service disruption: Service(s): myFSU BI Details: Users are currently unable to access the myFSU BI application. Technic...

**08/27 - RESOLVED: ITS online repair and order forms**  
Access to ITS online repair and order forms is restored. Information Technology Services (ITS) has resolved the issue, order and repair forms are now functioning as normal. Thank you for your patience...

**08/27 - INCIDENT: ITS online repair and order forms**  
Information Technology Services (ITS) has received reports of the following service disruption: Service(s): Online repair and order forms Details: The ITS online repair and order forms are currently un...

### myFSU Login

For security reasons, please Log Out and Exit your web browser when you are done accessing services that require authentication!

Username (F SUID):

Password:  **LOGIN**

By signing in you accept our Terms Of Use

- Having Trouble Logging In?
- [Reset Your Password](#)
- [Activate Your FSUID](#)

[Home](#) [Student](#) [Faculty & Staff](#)

Student Home [Secure Apps](#)

### myFSU Links

- [FSU](#)
- [Bb](#)
- [my](#)
- [FSU SERVICE CENTER](#)
- [SC](#)
- Search myFSU Links
- Expand All | Collapse All
- ▶ Academic
- ▶ Campus Life
- ▶ Health, Wellness, and Safety
- ▶ Research and Recognition
- ▶ Student Financials
- ▶ Resources

### Featured on myFSU

20% off desktop backup storage



Past Current Future

Course	Description	Credits	Grade
Session: 1	August 24, 2015 - December 11, 2015		
ACG 2021-0001	INTRO FINANCIAL ACTG MW 09:05 AM - 09:55 AM	3	HCB 0101
ACG 2021-0004	INTRO FINANCIAL ACTG F 09:05 AM - 09:55 AM	0	
ECO 2013-0002	PRIN OF MACROECON MWF 02:30 PM - 03:20 PM	3	RBA 0203
ECO 2023-0001	PRIN OF MICROECON TH 09:30 AM - 10:45 AM	3	HCB 0101
REL 2210-0001	INTRO TO OLD TESTMNT MWF 10:10 AM - 11:00 AM	3	BEL 0180

Thursday, 8/27/15 is the last day to drop classes without fee liability.

[Course Quicklinks >>](#)

### My Finances

[Financial Aid](#) [Student Accounts](#) [FSUCard](#)



### My Tasks

- [+] Holds (0 items)**
- [-] To Do List (2 items)**
- [Loan Entrance Counseling](#)
- [Stafford Master Prom Note](#)

### My Information

The following information is available in Student Center. Click on the link below to view or update your information.

- Addresses
- Delegated Access (formerly 3rd Party Access)
- Emergency Contacts
- Phone Numbers

Enter Student Center

The screenshot shows the myFSU portal for a user named Natalie. The main navigation bar includes 'Student' and 'Faculty & Staff'. Below this, there are toolbars for 'Faculty & Staff Home', 'Secure Apps', and 'Feedback'. The central content area is titled 'My Employee Snapshot' and includes tabs for 'Timesheet', 'Paycheck', and 'Benefits'. A message states: 'There are no leave balances to display at this time. Please contact your department representative if you feel this is in error.' A blue arrow points to the 'My Worklist' link in the right-hand sidebar. Other sidebar links include 'My Security Center', 'e-ORR - Online Role Requests', 'FSU News', and 'Student View'.

## Sample Completed Timesheet

1. Instructions

\*View By: Time Period      Reported Hours: 25.25      Previous Period      Next Period  
 \*Date: 09/11/2015      Scheduled Hours: 0.00

Populate Time From: Schedule Information

From 09/11/2015 to 09/24/2015	Day	Date	Status	Approval Monitor	In	Out	In	Out	In	Out	Punch Total	Time Zone	Date
	Fri	9/11	New	Approval Monitor								EST	9/11
	Sat	9/12	New	Approval Monitor								EST	9/12
	Sun	9/13	New	Approval Monitor								EST	9/13
	Mon	9/14	New	Approval Monitor								EST	9/14
	Tue	9/15	New	Approval Monitor								EST	9/15
	Wed	9/16	New	Approval Monitor								EST	9/16
	Thu	9/17	Needs Approval	Approval Monitor	5:00:00PM	11:59:00PM					7.00	EST	9/17
	Fri	9/18	Needs Approval	Approval Monitor	12:00:00AM	2:00:00AM					2.00	EST	9/18
	Sat	9/19	New	Approval Monitor								EST	9/19
	Sun	9/20	New	Approval Monitor								EST	9/20
	Mon	9/21	Needs Approval	Approval Monitor	7:00:00AM	6:30:00PM					11.50	EST	9/21
	Tue	9/22	New	Approval Monitor								EST	9/22
	Wed	9/23	Needs Approval	Approval Monitor	8:30:00PM	11:59:00PM					3.50	EST	9/23
	Thu	9/24	Needs Approval	Approval Monitor	12:00:00AM	1:10:00AM					1.25	EST	9/24

See page 36 for instructions on how to fill out timesheet.

### ***Comments on Example Timesheet***

(See pages 34 & 35 for example time sheet)

\*Please note that dates/days of the week are hypothetical and do not correspond to actual dates in August.\*

- On Friday 8/1, notice that there are hours recorded from 12am-2am. These hours were part of the employee's Thursday night shift from the previous pay period which ran from Thursday at 5pm until 2am on Friday morning. It is VERY IMPORTANT that hours worked after midnight are recorded as morning hours on the day that they actually belong to, rather than tacked onto the end of a night shift.
- On Monday 8/4, the student worked a very full day of 11.5 hours. In accordance with University policy, please try to take a half-hour break after each 5 or 6 hours of work.
- 8/5, 8/6, 8/11, and 8/13 are examples of how to round hours that are not simply 15, 30, or 45 minutes past the hour. A rounding guide is provided at the bottom of the timesheet for your convenience, so please check to make sure you are rounding your hours correctly.
- The employee has worked from 8:30pm Thursday 8/7 until 1:10am on Friday 8/8. Again notice that hours from midnight and beyond are recorded as morning hours on the next day.

### ***Additional Notes:***

- Be sure to total each day's in-and-out hours on the back as well as the front.
- Do not use White-Out or scribble excessively. If you make a mistake on your timesheet, cross through the incorrect number with one line and sign your initials next to the correction so we can be sure it was you changing your time.
- Payments will be received via direct deposit ONLY. These paystubs can be viewed at [omni.fsu.edu](http://omni.fsu.edu) using your FSU login information.

If you have any further questions or timesheet issues, please don't hesitate to contact Jeannie McLendon-Ferguson at 644-6016.

***What are some basic guidelines for conflict resolution?***

Conflict is inevitable in many work settings, including the Oglesby Union. The following are basic guidelines for handling conflict when it arises among co-workers, supervisors and customers:

1. Understand their perspective. Put yourself in the other party's position and interest.
2. Separate the person from the problem.
3. Focus on the interests of the parties, not their positions.
4. Focus on behavior, not personality.
5. Use empathy as a means to build trust, to increase your understanding of the other's interest, and to demonstrate sensitivity and care.
6. Be consistent, in both what you say and how you behave.
7. Take a realistic and positive approach.
8. Invent options for mutual gains by identifying the problem and defining approaches to reach resolution.
9. Insist on using objective criteria.
10. Be patient and respectful to establish a climate of mutual trust.

***Will my work be evaluated?***

Appraisals will be completed in accordance with the Oglesby Union unit areas' OPS employment policy and procedure.

A copy of the signed appraisal form will be placed in the employee's unit personnel file, and, for work study students, a copy will be forwarded to the Work Study Office. The employee will be given a copy of the appraisal and may attach comments to the appraisal, if desired. (*Please see Appendix A for sample evaluation*).

***What do I do if I need to resign from my position with the Union?***

Through the course of employment, student employees may decide that they are no longer able to fulfill their obligations as an employee of the Oglesby Union. This could be due to academic/extracurricular involvement

<sup>2</sup>Taylor, S. L. (2003). Conflict Resolution. In S. Komives & D. Woodward (Eds.). Student Services: A Handbook for the Profession (pp. 535-536). San Francisco: Jossey-Bass.

or taking another position within the University or in the community.

Once a student employee has made the decision to leave, he/she should follow the generally accepted business practices described below:

1. Submit a written notification to your immediate supervisor that you are resigning from employment with the Union. State the last date of your employment (it is customary to give a two week notice prior to vacating a position).
2. Continue your work with the Oglesby Union until your stated last day of employment.

Leave contact information with your immediate supervisor and/or the Oglesby Union Personnel Office.





# EMERGENCY PROCEDURES





# Emergency Procedures

While on duty situations may arise where emergency procedures will need to be used. Safety is extremely important to the everyday function of the Union and its facilities. When situations arise it is of utmost importance that Building Managers stay calm. This will assist in making sure staff and guests do not panic.

The following information will assist the Building Manager in time of an emergency:

The physical address:

Union (75 N. Woodward Ave.)

Student Services Building (874 Traditions Way)

Student Life Building (942 Learning Way)

FSU Police Department

850/644-1234 or on campus, dial 4-1234

Identify yourself, your title, your location, and the nature of the call.

Tallahassee Police Department

911 or 850/891-4200

Leon County Sheriff's Department

911 or 850/922-3300

Building Manager Cell Phone (to be used in emergencies only)

850/591-8054

In the event of an evacuation, Building Managers should direct all individuals in the Union to the Union Green. When at other facilities, individuals should be directed away from the building and out of danger's way. Doors to meeting rooms and ballrooms should be closed but not locked.

Once the situation is handled, it is important that the Building Managers fill out proper forms and include detailed information in the Building Manager Report.



# *BENEFITS AND OPPORTUNITIES*





# Benefits and Opportunities

## ***Orientation and Training Programs***

The purpose of the Student Staff Orientation is to share with new student employees the history of the Oglesby Union and its contribution within the Division of Student Affairs. It is also meant to inform students about the various Union departments and their staff. The orientation is a great way to meet other new student employees, learn some advice from students who have been working in the Union for some time, and to learn what is expected from them in their work environment, such as dress code, customer service and submitting time sheets.

Each semester, the Oglesby Union staff schedules the D.E.A.L. program (Developing Effective and Aware Leaders). The purpose of the D.E.A.L. program is to provide student staff, executive board members, and volunteers with the professional development needed to help them excel as student leaders using AAC&U (Association of American Colleges and Universities) Learning Outcomes. Being a student leader on a college campus is a unique opportunity that provides a wide array of learning opportunities that not only enhance the collegiate experience but also will enhance life after college. The Union hopes to enrich what students are learning in the classroom to their experiences outside the classroom as a vital aspect of student leader development. D.E.A.L. sessions are held approximately once a month and provide an opportunity for students to relax and enjoy refreshments while having meaningful conversations with each other about their competency development.

All student employees are invited to attend these programs. These programs count as time paid. Feedback pertaining to the potential topics for program is always welcome.

## ***Bookstore Discount***

Employees of The Florida State University are entitled to receive a 10% discount (*excluding computer supplies and other select items*) at both the University Bookstore and Bill's Bookstore locations in Tallahassee. Employees must show proof of employment (generally a pay stub from OMNI self-serve) to receive the employee discount.

### ***Special Events***

All employees of the Oglesby Union are entitled to participate in special events held throughout the year. Some of these include the Union Appreciation Celebration, Division of Student Affairs Bowling Social, and holiday parties.

### ***Union Recognition Program***

Each year, student employees of the Oglesby Union are recognized for outstanding achievements at the Annual Union Appreciation Celebration.

### ***Oglesby Union Scholarships***

The Oglesby Union Scholarship is to be awarded in the spring semester at the Annual Union Appreciation Celebration.

#### *Criteria*

1. The scholarship is available for undergraduate and graduate students.
2. The applying student must be an enrolled student and must be enrolled for another semester following receipt of the scholarship.
3. Students applying must be active in programs or operations in the Oglesby Union, Askew Student Life Center, Student Services Building, or Circus either as volunteers or paid workers.
4. The academic requirement is a 2.5 grade point average (GPA).
5. One letter of recommendation should accompany the application form.

#### *Procedure for Selection*

1. A student applying for the scholarship will complete the application form, available in the Union Director's office, and submit it with a letter of recommendation by the designated deadline.
2. A selection committee made up of two faculty members, one staff member, and two students will be appointed by the Union Director. This committee will review all applications and select recipient(s).
3. Scholarship winner(s) will be announced at the Annual Union Appreciation Celebration.





# CONTACTS





# Oglesby Union and University Contacts

(Area code for all numbers is 850)

Oglesby Union Administration Office	644-6860
Union Director	644-6860
Union Associate Directors	644-6860
Union Executive Secretary	644-6863
Union Board Graduate Assistant	644-6901
Union Personnel Services	644-6016
Union Accounting	644-8310
Information Center	644-3434
Director of Operations	645-1564
Senior Secretary	645-1563
Maintenance Supervisor	644-6308
Custodial Supervisor	644-1563
Night Custodial Superintendent	645-1792
Guest Services/Space Reservations	644-6083
Director	644-5908
Lost and Found	644-6083
Student Services Building	645-2127
Askew Student Life Center, Information	644-4455
Director	644-0034
Student Activities Center (SAC)	644-6673
Contract Manager	644-6710
SAC Administrative Assistant	644-3396
Director of Student Activities	644-5906
Homecoming Graduate Assistant	644-0035
Assoc. Director of Student Activities	644-0036
Club Downunder	644-4239
Program Coordinator, Union Productions	644-1096
Union Productions Graduate Assistant	644-0035
Major Events & Involvement, Graduate Assistant	644-0035
Assoc. Dir. Organizations & Involvement	644-6454
Org. & Involvement Graduate Assistant	644-0612
Assistant Director, Event Management	645-7364
Dance Marathon Graduate Assistant	644-0612
Coordinator, Org. & Involvement	645-0414

Flying High Circus	644-4874
Office of Fraternity and Sorority Life	644-9574
Graduate Assistant	644-2892
Crenshaw Lanes	644-1819
Director	645-3463
Night Manager	644-0027
Maintenance Manager	644-0028
Art Center	644-4737
Director	644-4737
Assistant Director	644-4737
Art Gallery	644-3898
Union Marketing	644-5395
Art Director	645-9850
Web Developer	645-7166
Graduate Assistant	645-7165
Education, Research & Assessment	645-1559
Aramark/Seminole Dining	644-3663
Campus Police	644-1234
Congress of Graduate Students (COGS)	644-7166
Computer Lab	645-0081
Frame Shop	644-8560
FSVIEW	644-5163
Kaplan Test Prep	561-9212
FSU UPS Store	561-9180
Student Government Association (SGA)	644-1811
Accounting	644-6914
Advisor	644-0939
Off-Campus Housing	644-0089
Publications	644-0037
Travel	561-9209
Student Broadcast Studio/Video Center	644-1888
Union Board	644-5322

\* For the most up-to-date contact information visit:

*<http://union.fsu.edu/about-us/staff-directory>*





# APPENDIX





# APPENDIX

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# APPENDIX A: Evaluation Form



## Oglesby Union Student Staff

### Performance Evaluation

Rating Period: From \_\_\_\_\_ To \_\_\_\_\_

Name of Employee: \_\_\_\_\_

Oglesby Union Department: \_\_\_\_\_ Job Title: \_\_\_\_\_

**Instructions:** Please circle the appropriate number for each performance factor and include comments as needed.

Key: 4 – Superior Performance Standards; 3 – Above Performance Standards; 2 – Meets Performance Standards; 1 – Below Performance Standards				
Performance Factors	(Circle one)			
<b>Job Knowledge, Skills and Abilities.</b> The degree of mastery of details of all phases of the job, including use of methods, tools and materials.	4	3	2	1
<b>Quality of Work.</b> Ability to produce work with accuracy and completeness. Results oriented.	4	3	2	1
<b>Quantity of Work.</b> Production meets standards established for this position.	4	3	2	1
<b>Organization of Work.</b> The ability to independently plan, arrange and complete work. Able to use problem-solving skills.	4	3	2	1
<b>Effectiveness.</b> Demonstrates productive, efficient and timely work efforts that successfully accomplish assigned duties and responsibilities and reflects positively on the mission of the organization.	4	3	2	1
<b>Initiative.</b> Exhibits leadership, resourcefulness and willingness to do more than the minimum, strives to attain and achieve goals, and seeks additional responsibility.	4	3	2	1
<b>Communication.</b> The ability to relay information to other students, staffs, and supervisors.	4	3	2	1
<b>Commitment to Customer Service.</b> Exhibits commitment to the service orientation of the organization. Company representation.	4	3	2	1
<b>Ability to Adapt to Change.</b> Exhibits flexibility and adaptability in meeting the demands of change in the work environment.	4	3	2	1
<b>Dependability and Reliability.</b> Conscientious, loyal, trustworthy, honesty, and consistently carries out assignments with minimal supervision.	4	3	2	1
<b>Attendance.</b> Adheres to work schedule, understanding of and compliance with leave policies and attendance requirements.	4	3	2	1
<b>Attitude.</b> Employee's demonstrated feeling toward the job, fellow employees, the supervisor, the department and the University.	4	3	2	1

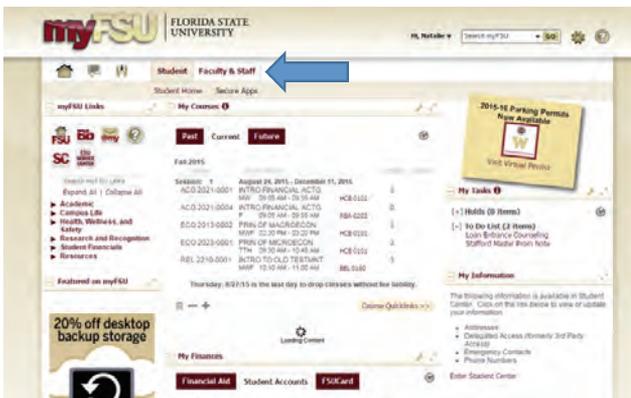


# APPENDIX B: How to View Your Paycheck

1. Log into myFSU (my.fsu.edu)



2. Click on the Faculty & Staff Tab located at the top of the page.



3. Click on the “Paycheck” tab located at the top of the page.



4. Select “Access Paychecks” to view your most recent paycheck.



# APPENDIX C: Dress Code





## APPENDIX D

# KNOW MORE

SEXUAL VIOLENCE PREVENTION AT FSU

### *Sexual Misconduct Resources*

Sexual misconduct, including sexual harassment, sexual violence (rape, sexual assault, domestic violence, dating violence, & stalking), and all other forms of sex discrimination are violations of University policy and contrary to the University's values, which recognize the dignity and worth of each person. They are also illegal. Sexual misconduct will not be tolerated by Florida State University, whether by faculty, staff, students, visitors, or others.

### *Confidential Support*

If you have experienced sexual misconduct, you may want to discuss your options on a completely confidential basis. While FSU handles sexual misconduct complaints sensitively and discretely, many University employees including faculty and supervisors are required to report sexual misconduct to University administrators. If you are unsure whether someone can maintain complete confidentiality ask them before you give details about your situation.



FOR MORE INFORMATION AND RESOURCES REGARDING  
SEXUAL VIOLENCE PREVENTION, VISIT:

**SMR.FSU.EDU**



## SEXUAL VIOLENCE PREVENTION CAMPUS RESOURCES

Staff members at the following on and off campus offices can maintain complete confidentiality and provide support:

### ***FSU Victim Advocate Program***

850-644-7161 or 850-644-2277 • Nights/Weekends 850-644-1234

*Ask for advocate on call • [victimadvocate.fsu.edu](http://victimadvocate.fsu.edu)*

Confidential, 24-hour, free support services for victims of sexual violence and other crimes. Services include: crisis counseling, emotional support, assistance with academic alterations, temporary safe lodging, and assistance during medical and legal proceedings (including obtaining orders of protection) and on-campus complaint processes.

### ***FSU Counseling Center***

850-644-2003 • [counseling.fsu.edu](http://counseling.fsu.edu)

Confidential, free, mental-health counseling and referrals for FSU students. Hosts survivor support groups.

### ***FSU Employee Assistance Program***

850-644-4444 • [vpfa.fsu.edu/Employee-Assistance-Program](http://vpfa.fsu.edu/Employee-Assistance-Program)

Confidential, free, mental-health counseling, referrals, and other support services for employees.

### ***Refuge House***

850-681-2111 • [refugehouse.com](http://refugehouse.com)

Confidential, 24-hour hotline, information and referral, crisis intervention, advocacy and accompaniment: medical and legal, support groups, medical referrals and follow-up, victim/survivor follow-up, shelter, and emergency financial assistance. Assistance in filing for protective injunctions (restraining order) through the Refuge House office at the Leon County Courthouse.

### ***211 Big Bend***

211 • [211bigbend.net](http://211bigbend.net)

Confidential, 24-hour crisis helpline and referral services for the Tallahassee community.

Revised September 2015

This document is available in an alternative format upon request.  
Please call 645-1559, or e-mail [Oglesby@admin.fsu.edu](mailto:Oglesby@admin.fsu.edu) for  
more information.