

East Carolina University Campus Recreation and Wellness Student Employee Manual 2017-2018

CRW's Mission

To engage the Pirate Community in diverse Recreational and Wellness experiences by providing exceptional facilities, programs, and services.

CRW's Vision

To be an advocate of lifelong wellness and a pioneer for leadership development.

CRW's Values

Inclusivity, Learning, Innovation, Fun, Tradition

Motto

Play Hard. Live Well



Table of Contents

Employment Expectations	3
Payroll and Academic Requirement	4
Employee Scheduling Expectations	4
Certifications and Employee Benefits	5
Sexual Harassment and Discrimination	5
Performance Evaluations for Student Employees	6
Leadership Competencies	7
Student Leadership Council	8
University Resources	8
Campus Recreation and Wellness Policies and Regulations	8
Appendix A - CRW Program Area Certifications	11
Appendix B – CRW Employee Dress Code	12
Appendix C - Kronos Implications (Time Cards)	14
Appendix D – Employment Procedures	16
Appendix E - Organizational Chart	17



Employment Expectations

Each staff member has specific job responsibilities related to the job title. However, all staff members must meet the following departmental expectations:

- CRW Employees who eligible for work-study must report to the Office of Student Employment prior to or at the beginning of employment with the Department to sign an award letter and pick-up the Work Study Authorization Form.
- CRW Employees must be a registered student at ECU to be employed and you must remain a continuous student to retain employment status.
- Mandatory participation in training is required for all Campus Recreation & Wellness staff.
- CRW Employees must adhere to Dress Code Policy.
- Clock in and out your time via the Kronos box located near Customer Service or at any other approved location.
- CRW Employees must approve/sign off on all timesheets by utilizing the ECU Kronos Online Timesheet system. Failure to sign off on a timesheet will result in disciplinary action. Consistent non-compliance will result in termination.
- CRW Employees should review and abide by all the policies of Campus Recreation & Wellness located in this document.
- Please notify your supervisor immediately regarding any changes to your telephone number, address, and direct deposit information.
- Any CRW Employees having access to student or member information must handle that information in a confidential manner.
- CRW Employees are expected to conduct themselves in a manner which reflects positively, and professionally while utilizing department facilities or participating in departmental programs. Inappropriate conduct/activity away from the work site can affect your employment status.
- As a CRW Employee; alcohol, tobacco, and/or non-prescription substance use is strictly prohibited while on duty.
- Use of personal electronic devices and cell phones at work for personal use is prohibited unless it is required for an assigned task. It is also prohibited to use cell phones while operating university vehicles.
- CRW Employees are expected to foster a welcoming and inclusive environment where the exchange of knowledge and perspectives is a valued aspect of interaction between participants of different backgrounds.
- CRW Employees must swipe in at the Customer Service desk each time they enter the facilities through the main entrance.



Payroll and Academic Requirements

Payroll Schedules and Status

Please note that ECU pay periods run from the 1st – 15th and the 16th – last day of the month. Student employee paystubs will reflect time worked for the two weeks prior to when approved time cards are submitted. This means that as a student employee, you receive pay on the 15th and the last day of the month for work completed in the previous pay period. All work performed between the 15th will be paid out, via direct deposit, on the last day of the month and all work performed between the 16th and the last day of the month will be paid out on the 15th.

Academic Requirements

To be eligible for Self-Help positions, you must be a registered ECU student in good academic standing (minimum 2.0 cumulative GPA). All students are subject to having their GPA confirmed prior to employment, and are subject to being audited throughout their employment with the department. A supervisor has the right to terminate a student when their GPA falls below the 2.0 if deemed necessary during the counseling session with the student.

Employee Scheduling Expectations

Schedules

CRW Employees are responsible for all shifts assigned to them at the start of each semester. Some CRW program areas use When to Work scheduling software and some use other platforms. All CRW Employees are responsible for the upkeep of their schedules including all trades, dropped shifts and requested time off. All shift trades and coverage must be done through designated scheduling platforms personal communications are not an acceptable form of shift coverage.

Work Hours

Undergraduate students may not work more than twenty-five hours (25) per week during the academic year (20 hours per week for international students). Graduate students may not work more than twenty-five hours (25) per week. Graduate assistants are limited to twenty-five (25) hours per week in the Fall and Spring semesters in any combination of appointments – GA/RA/TA, Self-Help, Federal Work Study, EPA/SPA. International students are limited to twenty hours per week, no exceptions, this is a federal requirement. It is essential that all employees coordinate their work schedules with each of their supervisors to make sure work schedules do not overlap and that all job functions are adequately covered and approved by their supervisor.

Breaks

CRW employees are required to take breaks when shifts exceed six (6) hours (before 6 hours is completed). When a student works a total of six (6) hours or more (any combination within CRW), at least a 30-minute unpaid break must be taken. The student must clock out for this break. Students working in multiple areas must coordinate a break period with their supervisors. For example, if a student works in one area for four (4) hours and immediately goes to another area to work and their shift is more than two hours in the new area, they MUST take a break sometime either between the two shifts, or during their shift with the new area.



CRW employees may take a 15-minute break when a shift exceeds four (4) hours. This break must be approved with the employee's supervisor (Professional Staff or Facility Manager) and the employee must clock out during this time. Special accommodations may be made with prior supervisor approval.

During any break by the student employee, proper uniform may still be maintained as long as they remove their nametag. Student employees may eat during their break but it must be in an area that is not highly visible, in a public area or in an area with traffic from potential customers. Areas where eating is not allowed include the Adventure's front desk, SRC Main Office, or the SRC Customer Service Desk and Fitness Area. Student employees are allowed to leave the property during breaks with prior supervisor approval.

Certifications and Employee Benefits

Safety Services Certification Maintenance

Student employees must maintain current levels of certification appropriate for the requirements of the job. The department recognizes a grace period of sixty (60) days during which students must obtain the required certification or update expired certifications. Departmental certification requirements are located in Appendix A.

Student Employee Benefits

As student employees for the Department, you are encouraged to take advantage of the following benefits:

- Hands-on program specific training
- Career developmental opportunities (workshops, certifications, etc)
- Opportunities for leadership development, experience and mentorship
- CRW summer membership included free with summer employment
- Staff appreciation events
- Flexible schedules
- Reduced guest pass fees
- Pay Raises students are eligible for merit raises after satisfactory annual performance evaluations
- Bi Monthly Paydays

Sexual Harassment and Discrimination

Definition:

Sexual harassment and discrimination are illegal and endanger the environment of tolerance, civility, and mutual respect that must prevail if the university is to fulfill its mission. East Carolina University is committed to providing and promoting an atmosphere in which employees can engage fully in the learning process. It is the responsibility of members of the University community to strive to create an environment free of sexual harassment and discrimination and free of unprofessional bias in the supervision and evaluation of students and employees.



Sexual harassment, in any form, will not be tolerated by the Campus Recreation and Wellness Department. Accusations of sexual harassment will be fully investigated and all appropriate University resources will be used to determine the outcome of the individual(s) involved. East Carolina University defines sexual harassment as:

- Making verbal remarks or committing physical actions proposing that someone engage in or tolerate activities of a sexual nature in order to avoid some punishment or to receive a reward.
- Singling out a person and creating/attempting to create a hostile environment. Attempting to harm or harming someone because of their sex.
- Continuing verbal or physical actions of a sexual nature when the person experiencing the behaviors/actions has clearly indicated, by word or action, that the conduct is unwanted.

Discrimination:

Harassment due to race, religion, national origin, disability, age, etc., will also not be tolerated. Such conduct is subject to discipline or termination. Any employee who believes they are a victim of harassment (sexual or otherwise) should immediately alert their direct supervisor. East Carolina University has systems in place to receive and investigate harassment or discrimination complaints. Contact the Office of Equal Opportunity and Equity at 252-328-6804 or by visiting www.ecu.edu/edc

Performance Evaluations for Student Employees

Supervisors are responsible for offering verbal performance evaluations throughout the semester and providing a written performance evaluation at the end of each semester. The Leadership Survey is based on the eight competencies that are defined in this manual. Performance evaluations will be used to determine if the employee is deserving of the merit raise that can be received after working one year. There can be up to three raises of \$0.25. Ratings for each of the eight competencies include Beginning, Developing, Capable, Accomplished and Exemplary.



Leadership Competencies

Competency	Definition	Exemplary (example only)
Adaptability	The ability to respond proactively to changed circumstances	Always recognizes changes or problems in the workplace. Always able to respond to changing situations and needs of co-workers and/or clients in an efficient and professional manner.
Communication	The clear and effective transfer of information, ideas, or knowledge while listening, writing, or speaking	Always communicates clearly and effectively with supervisor and co-workers. Communication is extremely professional, detailed, and structured.
Conflict Resolution	The ability to come to a reasonable conclusion between two or more parties with differing perspectives while being open-minded and respectful	Always is aware of potential conflicts and/or able to address them in a professional, open-minded, and respectful manner. Always able to assess differing perspectives of those involved, be decisive, and communicate calmly and clearly to enact solutions.
Effective Reasoning	The use of complex information from a variety of sources including personal experience and observation to form a decision or opinion	Always able to identify challenges, understand and assess complex themes from past experiences, trainings, and observations to formulate clear decisions. Always able to enact clear solutions to complex issues and situations.
Initiative	The ability to recognize and perform tasks with minimal supervision; demonstrate the ability to create innovative ways o enhance programs, policies, and procedures	Always recognizes and completes tasks without supervision. Always sets goals and develops plans to achieve them and offers feedback to enhance programs, policies, and procedures. Identifies and utilizes additional resources when needed.
Integrity	The ability to exemplify dependability, honesty, and trustworthiness; accepts personal accountability	Always follows through with tasks or priorities critical to the performance of his or her responsibilities. Always demonstrates ethical beliefs to peers and co-workers. Acts truthfully and encourages others to do the same.
Mentorship	An intentional process of providing learning opportunities, support, and challenge to individuals to foster personal and professional growth and development	Always demonstrates the ability to help others actively learn new knowledge, skills, and perspectives. Always acts as a role model, encouraging others to demonstrate high standards, good listening skills, ethics, and professionalism.
Self-Awareness	Being able to realistically assess one's knowledge, performance, and abilities and employ self- reflection to gain insight	Always articulates and applies their core beliefs and different ethical perspectives when assessing his or her own knowledge, performance, and abilities. Always employs self-reflection to gain insight.



Student Staff Leadership Council

The purpose of the Student Staff Leadership Council is to provide a student led group that utilizes the members' knowledge and experiences to provide leadership opportunities to other student staff. The objectives will be accomplished by providing exemplary student leadership experiences through enhancing individual potential. Interested employees can contact the Associate Director for Leadership and Programs for additional information.

University Resources

Resource Usage Policies

- Departmental resources should only be used to complete tasks associated with job responsibilities. Misuse of these resources while employed or after employment hours is a violation of departmental policy and state laws.
- Key or card access to secure areas must be provided to authorized users only.
- Articles of clothing representing the departmental uniform are not to be worn away from the work site.
- Vehicle usage is limited to CRW work related activities only. Personal use of vehicles is strictly prohibited and will result in disciplinary action or termination.
- Employee work related communications via Groupme, Text, Email or Phone should all be conducted in a professional manner and should not be used to share member information, personal information or solicitation of outside personal activities.

Campus Recreation and Wellness Policies and Regulations

Employment Termination

All actions enacted by the supervisor will be based on the nature of the incident and dependent on the supervisor's judgment. Depending on the offense, any employee may be immediately suspended or terminated from employment. Any written documentation will be included in the student's personnel file.

Departmental Write-Up Procedures

1st Offense Verbal warning, documented (includes coaching, goal setting, timeline, etc.)

2nd Offense Written documentation placed in student file 3rd Offense 2nd written warning or suspension (area specific)

4th Offense Suspension/possible termination

If an employee is terminated from one program area within CRW, they will also be terminated from any other position(s) within the department. Note: Employees who are not terminated but choose to resign are still eligible to work in other program areas. Offenses Warranting Disciplinary Action



The following offenses are grounds for disciplinary action:

- Any negligent act which may endanger the safety of others or which might result in damage to, or destruction of, property.
- Failure to provide Physician's note as requested by supervisor.
- Refusal to perform work assignments properly.
- Leaving the work premises during working hours without permission of a supervisor.
- Being under the influence of, or possessing, intoxicants or narcotics during a work shift.
- Theft of property belonging to participants, other employees, the Department, or the University.
- Disorderly conduct or the use of foul or abusive language while on duty.
- Missing a scheduled shift, excessive tardiness, and/or falsifying timecards.
- Inappropriate action/behavior or attire while on duty.

This list is not all inclusive. Each case will be examined independently and, as indicated above, any employee may be immediately suspended or terminated from employment based on the nature of the offense.

Resignation

If CRW Employees choose to discontinue employment with the department, they should follow the steps below:

- Contact immediate supervisor at least two (2) weeks prior to last day and provide them with written notification indicating the last day of employment.
- Continue to work all assigned hours for the next two weeks, unless other arrangements have been authorized. Failure to do so may result in a "not recommended for rehire" notation placed in the student's personnel file.

Student Grievance Procedures

Full time state employees directly supervise Campus Recreation and Wellness student employees. In some instances, the student employee's supervisor may report directly to a manager. Supervisors and managers ultimately report to the Director of Campus Recreation and Wellness. A list of full time state employees that act as student employee supervisors may be found in appendix E. Grievances must be filed with their immediate supervisor. If the employee grievance cannot be resolved at this level, the employee may elect to forward the grievance to the next administrative level. A grievance may travel through the chain of command ultimately to be resolved by the Director of Campus Recreation and Wellness. Disputes above and beyond the Director's level will be handled through the Equal Employment Opportunity Office. For detailed information concerning this grievance procedure, contact the EEO Officer at 328-6804.

Facility Access

Student employees who are granted One Card access to the CRW Facilities are permitted entry for scheduled business purposes only. CRW Employees are not free to enter the facility during non-hours for personal use.



Driver Approval Process

Driving a state-owned vehicle is a benefit and privilege that is provided by the department operating on behalf of the university. CRW Employees must have a 3-year driver verification and be approved by the Office of Motor Fleet Management prior to being eligible to drive a university vehicle. CRW Employee driving history checks are required each semester and once during the summer. CRW Employees must also take and pass the CRW driver certification test prior to driving any vehicles. Drivers are responsible for all departmental, local and state policies and rules pertaining to operation of a vehicle. All accidents and violations must be reported to the departmental representative 24 hours after the return of the vehicle. Fines imposed for the violation of any motor vehicle law, which was under the control of the driver, shall be the responsibility of the driver. Towing charges as a result of a violation are the responsibility of the driver.

CRW Emergency Procedures Manual

The CRW Emergency Procedures Manual (EPM) is available online (Blackboard) and in all office locations throughout CRW facilities. All staff (student and professional) are responsible for information included in the EPM and will pass an EPM informational test at 80% or better annually to ensure knowledge of emergency procedures.

Inclement Weather Policy

The CRW facilities will follow normal operational schedule whenever possible. However, at times, inclement weather, including high winds, snow and icy conditions may force the center to close. In the case of tornado, lightening or other inclement weather (extreme heat and cold), utilize instructions found in the CRW EPM manual (located in all offices, desks, and on Blackboard).

CRW Employees are responsible for all rules and regulations posted throughout CRW's facilities.



Appendix A - CRW Program Area Certifications

Certifications listed below are required of student employees working in designated positions. The certification must be from a nationally recognized organization. Students have a 60-day period from time of hire to complete the appropriate program certification requirements.

Adventure & Team Training Programs

Team Training Instructors - First Aid, CPR, and AED Adventure Trip Leaders - First Aid, CPR, and AED (optional WFR/WFA) APC Staff - First Aid, CPR, and AED Adventure Manager - First Aid, CPR, and AED

Club Sports

Athletic First Responder - First Aid, CPR, and AED Site Manager - First Aid, CPR, and AED

Drop-In Recreation

Lifeguards/Swim Instructors - First Aid, CPR, AED, and Lifeguard training
Facility Manager (SRC, HSC and NRC) - First Aid, CPR and AED
Customer Services Staff – First Aid, CPR, and AED
Utility Workers - First Aid, CPR, and AED
NRC Boathouse - First Aid, CPR, and AED, Small Craft Safety, and Lifeguard training

Fitness

Group Fitness Instructors - First Aid, CPR, AED and appropriate primary certification Fitness Trainers - First Aid, CPR, and AED Personal Trainers - First Aid, CPR, AED and appropriate primary certification Fitness Assessment Staff - First Aid, CPR, and AED Fitness Intern - First Aid, CPR, and AED

Graduate Assistants

First Aid, CPR, and AED

Intramural Sports

Site Managers - First Aid, CPR, and AED Scorekeepers - First Aid, CPR, and AED Summer Camp Counselors - First Aid, CPR, and AED Program Assistants - First Aid, CPR, and AED

Main Office

Office Assistants - First Aid, CPR and AED

Wellness

CWELs - First Aid, CPR, and AED

Personnel not covered by this policy include: Marketing Assistants, Business Program Assistant and Intramural Sports Officials.



Appendix B - CRW Student Employee Dress Code

CRW Student Employee Dress Code

All clothing should be clean, neat and in good condition. CRW attire should be displayed as the outer most layer of clothing at all times. Other CRW approved attire may be worn if approved by employee supervisor. Note: Failure to adhere to the CRW dress code policy may result in the employee being sent home by management personnel and is subject to disciplinary action by the supervisor.

Business Casual/Standard Dress Code			
Applies to Graduate Assistants, Interns, Program A	Assistants, Head Lifeguard, C-WELs, Main Office,		
CPR/LGI Instructors, and Marketing Assistants			
Required/Accepted Dress	Prohibited Dress		
Casual dress shirts Colored denim pants Colored denim pants Collared shirts Nametag Standard Dress Code Applies to Customer Service, Facility Managers, S Workers, and Adventure Center staff (while in the Required Dress Appropriately sized CRW staff shirt, jacket, etc. Shorts/Pants/Skirts note: colored denim is allowed as long as it meets the color restrictions below Shorts must have 5-inch inseam (minimum) and be khaki material Skirts must be approved by supervisor Belts must be worn with all pants/shorts with belt loops	 Any blue jean pants/shorts Athletic clothing: sweats, sweatshirts, sweat suits (unless specified for a specific duty), spandex Casual tank tops (including spaghetti straps); worn without a jacket, sweater, etc. Overalls T-shirts 		
 Acceptable shorts/pant colors include: black – tan – navy – white Athletic or closed toe shoes 			
 Nametag "Active" Dress Code Applies to employees considered "active" by the nature of their job requirements 			
Personal Trainers/Fitness Attendants	Group Fitness Instructors/Personal Trainers/Fit Lab		
 Standard dress (excluding denim) OR CRW staff apparel AND athletic, professional pants or shorts (black or grey only, no yoga pants or leggings) Athletic shoes Nametag 	 Neat, athletic, form fitting clothing appropriate for teaching group fitness class or training clients Athletic shoes CRW Staff apparel (PTs only) 		

12



"Active" Dress Code			
Applies to employees considered "active" by the nature of their job requirements			
IM Officials	Summer Camp Counselors		
 Black/white/gray athletic shorts or pants Issued black officials shirt (tucked in) Athletic shoes and whistle Hats/visors/sunglasses (recommended outdoors) Must be solid black or ECU affiliated Adventure Trip Leaders Non-cotton/wicking, weather-appropriate shirts Shorts/pants must be professional; no holes, stains, etc. Functional swim suits (water based trips) Hats/visors/sunglasses (recommended outdoors) must be solid black or ECU affiliated 	 Issued CRW Summer Camp t-shirt Tan or black (khaki material) shorts ■ 5-inch inseam or greater Athletic Shoes Nametag Issued CRW or condition-appropriate shirt Shorts/pants must be professional; no holes, stains, etc. Hats/visors/sunglasses (recommended outdoors) must be solid black or ECU affiliated 		
Boathouse Staff/NRC Facility Manager Sloved CRW purple staff shirt or tank top Shorts/pants/skirts (athletic material recommended) Solved Staff Shirt or tank top Shorts/pants/skirts (athletic material recommended) Solved Solved Staff Shirt or tank top Shorts/pants/skirts (athletic material recommended) Solved S	Lifeguards (and LGI in practical environment) CRW approved aquatic staff shirt for males and females Appropriate red/navy/black "guard" suit for males and females (one-piece for females) Leggings are allowed with supervisor approval (must be solid black, purple, red, or navy) Rescue tubes Whistle Nametag Aquatic shoes optional (no sneakers or deck shoes while in the guard chair) Hats/visors/sunglasses (outside only) Must be a solid color or ECU affiliated		
Utility Assistants, Team Training/Adventure Maintenance Workers o Issued CRW staff t-shirt o Jeans or shorts (5-inch inseam)			
° Closed-toed shoes			

- ° Closed-toed shoes



Appendix C – Kronos Implications (Time Cards)

Student Expectations:

- All student employees are expected to sign off on their timecard in a timely manner. Although you have until **noon on the business day following the end of the pay period**, it is highly recommended that you sign off when clocking out on the last day of the pay period or your last scheduled shift prior to the end of the period.
- Students will need to clock out before signing off on a timecard.
- Make certain corrections are completed and timecard is accurate before approving a timecard.
- If corrections need to be made to your timecard, contact your supervisor(s) or the Personnel Coordinator, prior to the payroll deadline.
- If a job has dropped off and is no longer visible to select, please notify the Personnel Coordinator immediately.
- If you cannot reach your supervisor and an approval deadline is approaching, email our Personnel Coordinator.
- You must only clock in using a CRW Clock. CRW does not allow you to record time on other
 department clocks unless you are granted special permission by a supervisor. You may, however,
 approve your timecard from another department's campus clock.
- You will need your OneCard to punch in at a Kronos time clock. You will not be able to enter a Banner ID or other identification without your OneCard.
- Remember to ALWAYS select your job when punching in but NEVER when punching out; just swipe to clock out.
- When Selecting your job, always select the longest budget string.

Non-Compliance

- Turning in a manual timesheet after a pay period has concluded Check with your area supervisors
- Clocking or working time towards a dropped off job
- Failure to approve a timecard or approving after a deadline
- Working 6 or more continuous hours in one day without clocking out for at least a 30-minute break.
- Approving a timecard with incorrect job details, this includes wrong transfers, missed punches, incorrect job titles, pay rates, punches, incorrectly built jobs etc.

Non-compliance of any items mentioned above during an academic Term (August – July) will result in:

First occurrence: Email Warning Copying supervisor

- 1. Strike 1: Verbal Warning
- 2. Strike 2: Written Warning
- 3. Strike 3: Second Written Warning/ 1-week suspension (Supervisor Discretion)
- 4. Strike 4: 1 Week Suspension/discussion of your termination (Supervisor Discretion)



Important Reminders

- Notify your supervisor or the Personnel Coordinator via email prior to the end of the pay period if there is an error on your timecard. After email notification, if timecard has not been corrected by the approval deadline, you will not be subject to punishment for non-approval of a timecard.
- In the event of an emergency preventing sign off on your timecard by the deadline, it is your responsibility to notify your supervisor.

Location of clocks:

- Student Recreation Center, time clock in the hallway to the pool, by the water fountain.
- North Recreational Complex, time clocks at Boathouse and Fieldhouse.
- Blount Complex, time clock at Fieldhouse.
- Health Science Student Center, Time Clock located across from Customer Service Desk, 1st Floor.



Appendix D - Employment Procedures

Each CRW Employee must complete the hiring process prior to the student's 1st day of employment with the university. The process is as follows:

- Apply to the desired position per https://jobs.ecu.edu
- Interview and secure hire with department
- Complete CRW Hiring Paper work
- Complete I9 Process you may not begin work until this process has been completed.

The I9 is composed of 2 sections; Section 1 requires your completion of an online form and section 2 requires you to present I9 documentation to Student Employment or HR. The following combinations of, original, identification to complete the I9 can be used. They include but are not limited to:

- Driver's License AND signed Social Security Card
- Military ID AND signed Social Security Card
- Driver's License AND Birth Certificate (with seal)
- Military ID AND Birth Certificate (with seal)
- US Passport

Once the I9 process is completed, you will need to ensure that you've accomplished the following:

- Filled out Tax Information per the Pirate Port Employee Tab
- Completing Direct Deposit Form with direct deposit authorization letter or Voided check included- this may be hand delivered to ECU Payroll Office or submitted to the Personnel Coordinator
- Signed the Confidentiality Agreement as well as complete the required online trainings (IT Security Training and Preventing Work Place Harassment and Prevent Unlawful Discrimination) via Cornerstone

All hiring forms must be completed and received in the appropriate offices prior to the employees first day for the student's payroll to be processed in time for payment. It is the student's responsibility, with the assistance of his/her supervisor, to make sure he/she has completed the necessary hiring and payroll forms.



Appendix E - CRW Organizational Chart

