



ECU

**CAMPUS RECREATION
AND WELLNESS**

STUDENT EMPLOYEE HANDBOOK

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

Table of Contents

| | |
|--|----|
| <u>Employment Expectations</u> | 2 |
| <u>Payroll and Academic Requirements</u> | 3 |
| <u>Employee Scheduling Expectations</u> | 3 |
| <u>Certifications and Employee Benefits</u> | 4 |
| <u>Sexual Harassment and Discrimination</u> | 4 |
| <u>Performance Evaluations for Student Employees</u> | 5 |
| <u>ECU Guided Reflection on Work (ECUGROW)</u> | 5 |
| <u>University Resources</u> | 6 |
| <u>CRW Standard Operating Procedures and Regulations</u> | 6 |
| <u>Appendix A – CRW Program Area Certifications</u> | 9 |
| <u>Appendix B – CRW Student Employee Dress Code</u> | 10 |
| <u>Appendix C – Kronos Implications (Timecards)</u> | 12 |
| <u>Appendix D – Employment Procedures</u> | 13 |

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 may 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 (cell phones and wearables)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 1st and 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 will be scheduled for no more than twenty-five hours (25) per week during the academic year (20 hours per week for international students) unless approved by their supervisor. Graduate students may not work more than twenty-five hours (25) per week unless approved by their supervisor. 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.

Shift Protocol

- **Supervisors are recommended to schedule student employees for no longer than 3-hours shifts at a time.**
- **It is recommended that student employees work no more two consecutive 3-hour shifts.**
- **Student employees may be granted a non-paid break during their work period at the discretion of their supervisor and if adequate staffing is in place.**

Certifications and Employee Benefits

Safety Services Certification Maintenance

Student employees must maintain current levels of certification appropriate for the requirements of the job. Students may be granted a grace period for certifications at the discretion of their supervisor. Departmental certification requirements are 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 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 academic year. ECU GROW (Guided reflection on work) is based on leadership 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.

ECU Guided Reflection on Work (ECUGROW)

ECUGROW is the University’s initiative to help student employees translate their on-campus work experience to their future careers. The initiative covers 11 common competencies most student employees will utilize during their time working for the university. Supervisors will provide a training on these competencies annually and conduct regular check-ins with employees to discuss professional development. More information about ECUGROW can be found here: <http://studentaffairs.ecu.edu/grow>.

| Competency | Definition |
|-------------------------|--|
| Effective Communication | Ability to listen effectively and relay information via written, verbal, and non-verbal means in a way that is understood by the target audience. |
| Effective Reasoning | Ability to identify challenges and form alternative solutions and approaches to problems using logic while maintaining the integrity of all individuals/organizations. |
| Teamwork | Ability to cooperate and work effectively with others to achieve a common goal or outcome. |
| Accountability | Ability to build on personal and ethical foundations while demonstrating integrity, responsibility, and dependability. |
| Adaptability | Demonstrating flexibility in the face of changing circumstances and responding proactively to adversity. |
| Conflict Resolution | Ability to actively listen and understand what others are saying and use that information to aid those involved in coming to a reasonable conclusion. |
| Planning | Ability to show efficiency in completing assigned tasks through prioritization, time-management, and effective use of available resources. |

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| Self-Awareness | Being able to realistically assess one’s knowledge, performance, abilities and employ self-reflection to gain insight. |
| Professionalism | Ability to demonstrate good customer service skills and remain poised in attitude/demeanor making one approachable and relatable to others. |
| Initiative | Ability to recognize and perform tasks with minimal supervision and demonstrate the ability to creative innovative ways to enhance programs, policies, and procedures. |
| Mentorship | An intentional process of providing learning opportunities, support, and challenge to individuals to foster personal and professional growth. |

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 Standard Operating Procedures 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
- 3th Offense Suspension/ possible termination Supervisor’s discretion.

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.
- Refusal to perform work assignments properly. Includes: not completing shifts during, not signing off on pre / post shift, not calling, etc.
- 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.
- Ejection from any CRW Program

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.

All actions enacted by the supervisor will be based on the nature of the incident and dependent on the supervisor's discretion. Any written documentation will be included in the student's personnel file.

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 Sr. 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 Human Resources prior to being eligible to drive a university vehicle. CRW Employee driving history checks are required once annually. 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/parking fines because of a violation are the responsibility of the driver.

CRW Emergency Procedures Manual

The CRW Emergency Procedures Manual (EPM) is available from your supervisor and in office locations throughout CRW facilities. All staff (student and professional) are responsible for information included in the EPM.

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.

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 may be granted a grace period for certifications at the discretion of their supervisor.

Adventure & Team Training Programs

Team Training Facilitators - First Aid, CPR, and AED
Adventure Trip Leaders - First Aid, CPR, and AED (optional WFR/WFA)
Rental Center Staff - First Aid, CPR, and AED
Boathouse Staff – First Aid, CPR, and AED, Small Craft Safety
Adventure Manager - First Aid, CPR, and AED

Sport Programs

Site Supervisors - First Aid, CPR, and AED
Athletic First Responders - First Aid, CPR, and AED

Aquatics

Lifeguards – Lifeguard Certification
Swim Instructors – Lifeguard Certification and Water Safety Instructor

Facilities:

Facility Manager - First Aid, CPR and AED
Recreation Service Attendants I and II – First Aid, CPR, and AED
Utility Workers - First Aid, CPR, and AED

Fitness

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

Graduate Assistants

First Aid, CPR, and AED

Well-Being

Well-Being Ambassadors – First Aid, CPR, and AED

Personnel not covered by this SOP include: Marketing Assistants, Intramural Sports Officials and Scorekeepers.

Appendix B – CRW Student Employee Dress Code

All clothing should be clean, neat and in good condition. CRW attire should be always worn as the outer most layer of clothing unless prohibited by weather or temperature conditions. 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/Student Leader Dress Code Applies to Graduate Assistants, Interns, Program Assistants/Managers, CPR/LGI Instructors, and Marketing Assistants/Graphic Designers, | |
|--|---|
| Required/Accepted Dress | Prohibited Dress |
| <ul style="list-style-type: none"> ◦ Business Casual ◦ Nametag ◦ Supervisory Discretion | |
| Front Line Staff Dress Code Applies to Rec Service Attendant I, Scorekeepers, Special Event Assistants, Fitness Attendants and Adventure Center staff (while in the building) | |
| Required Dress | Prohibited Dress |
| <ul style="list-style-type: none"> ◦ Appropriately sized CRW staff shirt and/or sweatshirt/jackets. White, black or gray solid long sleeve can be worn under CRW staff shirt if needed. ◦ Black, tan, gray, white, purple or gold athletic pants or shorts, blue jeans that are free from holes or rips of any kind. Note: Skirts may be worn with supervisor approval ◦ Athletic closed-toed shoes ◦ Nametag | <ul style="list-style-type: none"> ◦ Open-toed shoes ◦ Hats, bandanas, visors or sunglasses while on duty indoors |
| Student Leader Dress Code Applies to Facility Managers, Special Event Managers, Sport Program Supervisors, Well-Being Ambassadors, and RSA2 | |
| Required Dress | Prohibited Dress |
| <ul style="list-style-type: none"> ◦ Appropriately sized CRW staff polo and/or outerwear (Note: men’s cut shirts are required to be tucked in with neutral colored belt) ◦ Black, tan, gray, white, purple or gold athletic pants or shorts, blue jeans that are free from holes or rips of any kind. Note: Skirts may be worn with supervisor approval ◦ Athletic closed-toed shoes (other shoes may be allowed per supervisor approval depending on weather) ◦ Nametag | <ul style="list-style-type: none"> ◦ Open-toed shoes ◦ Hats, bandanas, visors or sunglasses while on duty indoors |

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| <ul style="list-style-type: none"> ◦ Hats/visors/sunglasses recommended outside (must be ECU affiliated) ◦ Event Managers allowed specific attire for set/strike of events. | |
| Miscellaneous Dress Code Per Position | |
| IM Officials | Athletic Training First Responders |
| <ul style="list-style-type: none"> ◦ Black/white/gray athletic shorts or pants ◦ Issued black official’s shirt/stripes (tucked in) ◦ Athletic shoes and whistle ◦ Hats/visors/sunglasses (recommended outdoors) <ul style="list-style-type: none"> ▪ Must be solid black or ECU affiliated ◦ Fox 40 Whistle | <ul style="list-style-type: none"> ◦ CRW issued staff shirt or crew neck sweatshirt outdoors. |
| Adventure Trip Leaders | Team Training Facilitators |
| <ul style="list-style-type: none"> ◦ Non-cotton/wicking, weather-appropriate shirts ◦ Shorts/pants must be professional, no holes, stains, etc. ◦ Appropriate swim suits ◦ Hats/visors/sunglasses (recommended outdoors) must be solid black, or ECU affiliated | <ul style="list-style-type: none"> ◦ 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/Aquatic Managers | Lifeguards (and LGI in practical environment) |
| <ul style="list-style-type: none"> ◦ Issued CRW staff shirt or tank top ◦ Black athletic/denim pants or shorts appropriately fitted ◦ Athletic, deck or aquatic shoes recommended ◦ Hats/visors/sunglasses recommended outside <ul style="list-style-type: none"> ▪ Must be a solid color or ECU affiliated ◦ Nametag and whistle | <ul style="list-style-type: none"> ◦ Issued CRW staff shirt or tank top CRW issued swimsuit or appropriate red/navy/black “guard” suit ◦ Leggings are allowed with supervisor approval (must be solid black) ◦ Rescue tubes and fanny pack (while on surveillance duty) ◦ Aquatic shoes optional (no sneakers or deck shoes while in the guard chair) ◦ Hats/visors/sunglasses (outside only) <ul style="list-style-type: none"> ▪ Must be a solid color or ECU affiliated ▪ Nametag and whistle |
| Rec Techs, Team Training/Adventure Maintenance Workers | |
| <ul style="list-style-type: none"> ◦ Issued CRW staff t-shirt ◦ Jeans or shorts ◦ Hats/visors/sunglasses recommended outside (must be a solid color or ECU affiliated) ◦ Closed-toed shoes | |
| Group Fitness Instructors/Personal Trainers | |
| <ul style="list-style-type: none"> ◦ Issued CRW tank top or shirt ◦ Neat, athletic, form fitting clothing appropriate for teaching group fitness class or training clients ◦ Athletic 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), prior to the payroll deadline.
- If a job has dropped off and is no longer visible to select, please notify your supervisor immediately.
- If you cannot reach your supervisor and an approval deadline is approaching, email the CRW Business Team.
- 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.
- 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 may result in disciplinary action.

Important Reminders

- Notify your supervisor or the Business Team 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:

- Eakin Student Recreation Center, time clock in the hallway to the pool.
- 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 Paperwork
- 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 must be hand delivered to ECU Payroll Office.

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.