2016-17 Norris Student Employee Policies

Introduction
- These employment policies exist to set clear expectations for staff and supervisors working for Norris University Center. Each staff member is expected to read these policies and sign the acknowledgement form. Violations of these policies may lead to disciplinary action.
- The policies detailed in this document are Norris wide and apply to all Norris student employees. Consult with your supervisor for area specific policies and procedures.
- These policies will be reviewed and updated periodically.

Conduct
- As a student staff member, you represent Norris and Northwestern University. Professional behavior is expected at all times.
  - All members of the Northwestern Community, including students, staff, faculty, clients, and guests will be treated with respect, dignity, and a pleasant, friendly attitude.
  - If you have an issue with a co-worker, address the issue with your supervisor or at a staff meeting. Disagreements should never happen in front of clients or guests.
  - If you encounter a difficult situation with a client or guest, remain polite. Involve a supervisor, CM, or professional staff member to help resolve the situation.
  - Yelling or foul language of any kind will not be tolerated.
- Norris student staff members are prohibited from:
  - Using, possessing, buying, selling, manufacturing or dispensing an illegal drug (to include possession of drug paraphernalia).
  - Being under the influence of alcohol or an illegal drug during any work shift.
  - Possessing or consuming alcohol or illegal drugs during any work shift.
- Whenever possible, plan your meals around your work schedule. Do not eat while you are posted at a public location such as one of the SOFO windows or a reception desk. Consult with your supervisor about if, where, and when eating is acceptable during a shift.

Dress Code
- Student staff members are expected to be in uniform while on shift. Uniforms consist of:
  - Norris polo shirt, any Norris t-shirt, or your own Northwestern or purple gear.
  - Khaki pants or nice jeans (no rips) are appropriate. No sweatpants or leggings (in lieu of pants) are permitted
  - Shorts and skirts can be worn, provided they extend past your fingertips when your hands are at your side.
  - No visible underwear.
  - Clothing should be clean and wrinkle-free.
  - No hats or caps can be worn while on shift.
  - Closed toed shoes required.
  - Correct name tags will be worn while on shift.
- Additional dress code requirements may be specified by your area supervisor.
- All Norris student staff members will receive two Norris shirts and a nametag
- When exceptions to this policy are necessary, requiring special attire for certain tasks or events, your supervisor will notify you on a case by case (or location by location) basis. This includes theatrical blacks, painting clothes, casual days, and formal events.
- If you have questions about appropriate dress code, consult with your supervisor.

Attendance
- Student staff members are responsible to know their work schedules and to report on time, ready to work. Training on the use of Shift Planning will be provided by your supervisor. Each area has procedures for shift trades and substitutions.
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Attendance (continued)
- Staff members are responsible to learn their area’s procedures for notification when they are running late for a shift or calling in to report illness, etc.
- The time clock in Norris is located near the Center Desk, across from the freight elevator. When working within the Norris University Center, student staff members are expected to swipe in with their Wildcard directly before their shifts begin, and report immediately to their work site. At the end of a shift, proceed immediately to the time clock to swipe out.
- If your department is located outside of the main building, or if you are working a shift offsite, you must manually enter your beginning and end times directly into the Kronos Website. If this applies to you, please check with your supervisor for further instruction.
- Consult with your supervisors for “Missed Punch” procedures for your area.
- Student staff members are responsible for reporting their work hours (via swiping in/out or Kronos entry) and for verifying that their timecards are accurate and complete.
- Tardiness and missed shifts may lead to disciplinary action.

Norris Property and Security
- Staff members may be issued Norris property (radios, keys, electronic equipment) in order to perform their duties. Adhere to your area’s procedures for checking Norris property in and out.
- You are responsible for Norris property while it is in your position and can be held liable for misuse, damage, and loss of property.
- Norris property is only intended for use in accordance with your area’s procedures and guidelines. Do not use Norris property for personal purposes.
- Report damage to or loss of Norris property to your supervisor immediately.
- If issued keys or provided Wildcard access to card reading door locks in support of your duties, please ensure that secure areas are relocked after accessing them. Never open doors for anyone you don’t know, or who doesn’t have a legitimate reason to be there.

Personal Device Use
- Student staff members working in public areas (Center Desk, Box Office/Cashier’s Office windows, Reception desks, etc.) or interacting with clients will refrain from using personal phones/tablets/laptops and not will wear headphones or earbuds.
- There may be downtime when device and headphone use is appropriate (for example: ops or tech staff standing by in the Hallow, PSV Astronauts supervising a simple meeting or reception once the setup is complete and the event underway). Consult with your supervisors for specifics about device use.
- At no point during any shift should a student staff member wear more than one earbud at a time. It is always necessary to be able to hear a radio call or a client request for assistance.
- Norris is not responsible for lost, stolen, or damaged personal devices that you bring to work.

Communication
- Norris student staff members are the face of Norris. Greet our guests with a polite, friendly attitude. Smile. Yelling or foul language of any kind is not acceptable.
- If addressing a client or guest question, request, or issue: listen actively, get and provide detailed information. If you need to consult with a supervisor on the issue, communicate with the guest that you are communicating the issue and when and how you will get back to them.
- If your job requires the use of a 2-way Radio, pick up the radio from the area designated by your Manager at the beginning of your shift, and return it at the end of your shift. Radios are for work related conversations only. Conversations should be kept brief and professional. Please wait until previous conversations have ended before attempting to speak. Please utilize the following format when communicating on the radio:
  - (Your Name or Department) to (Name or Department you need to contact).
  - Go For (Your Name or Department)
  - (Brief Message/Description/Question)
  - (Brief Reply, etc..)
Safety
- Learn and adhere to safe work practices, including:
  - Never use equipment that you have not been trained to use.
  - Lift with your legs, not your back.
  - Report dangerous conditions to the CM or a supervisor immediately.
  - Report any injury to yourself, a co-worker, or a guest to the CM or supervisor immediately.
  - Learn Norris’ and your department’s Emergency Procedures. Know your role and safe practices for emergency situations.

ACKNOWLEDGEMENT

I, the undersigned Norris student employee, have read and understand the above 2015 Norris Student Employee Policies and agree to comply with the standards and requirements contained therein, and further understand that violation of these policies may lead to disciplinary action.

________________________________________  ________________________________
Employee Name                                  NU ID Number

________________________________________  ________________________________
Employee Signature                             Date