

Student Employment Handbook



ADELE H. STAMP  
STUDENT UNION

*Center for Campus Life*

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## **Welcome!**

Welcome to the student employee handbook of The Adele H. Stamp Student Union at the University of Maryland. This handbook is provided to give Stamp student employees information on the general policies and guidelines of the department.

Although this manual provides a great deal of information, it is impossible to cover every situation that may occur while you are working, so you are encouraged to seek assistance from fellow co-workers or your direct supervisor. Of course, you are expected and encouraged to use your own initiative and problem solving skills. In addition, addendums (e.g. policy changes) and job-specific manuals may be issued at a later point that will supplement the information in this handbook.

We look forward to you becoming a valuable asset to our department. We hope you will enjoy the challenge of being part of the team that keeps us functioning smoothly and effectively. We rely on you, the student employees, to ensure the smooth operation of The Stamp, and we are certain you will continue to uphold the high standards our customers and guests have come to expect and receive.

## **Adele H. Stamp Student Union Vision**

Transforming and enriching the Maryland experience.

## **Adele H. Stamp Student Union Mission**

To provide a safe and inviting campus center where all UM students, alumni, faculty, staff, and community members cultivate lifelong relationships founded on engagement, learning, multiculturalism, and citizenship.

## **Goals in Working with Students**

The Adele H. Stamp Student Union works to provide substantive employment opportunities that finance student life and foster leadership development, transferable life skills, and personal and professional development for the members of the student employee community. The Stamp hopes to create an environment that enables students to refine career goals and integrate their student employment experience with classroom learning. Our goal is to provide job, leadership, and learning experiences to aid in the preparation for employment outside of Maryland.

## **Employee Expectations**

**“The Stamp Service Ethics”: You Are a Customer Service Representative of The Adele H. Stamp Student Union – Center for Campus Life**

**We want Stamp to be a place on campus “Where everyone knows your name.”**

- ✓ Take a moment to recognize each other and our many quests in the building. A simple greeting can make someone’s day!
- ✓ Take the Time to make new connections within Stamp employee community today.

**Maintain a positive attitude & be the best possible representative of The Stamp you can be!**

- ✓ As a customer service representative of The Stamp we expect you to be wearing the appropriate clothing, on time, and on task during your shift. Being courteous while working with customers to address their concerns should be a top priority. Also, please remember that as a student employee, you represent The Stamp anytime you are in the building.

**You are the “eyes and ears” of Stamp**

- ✓ If you note ANY individual that may need assistance – whether directions to a meeting room or someone that may require more significant help – we ask that you take action. OFFER YOUR ASSISTANCE!! The staff at the information desk is our first line of defense and stands ready to assist you in responding to emergency situations (4-DESK). PLEASE report any emergencies as soon as they arise to the Info Desk, including if you note suspicious activity, medical emergencies, or after you have pulled the fire alarm in the instance of a fire. The Info Desk staff is present each and every day we are open from the time we unlock the building until we close. All of our managers are well-trained and prepared to assist you with all situations!

**Our building is a safe space and we encourage you to listen to one another**

- ✓ We invite others to express themselves and to share their ideas and identities. The stories that we all have to share are unique and deserving of recognition. Our Stamp family of staff and students represent diverse cultures, languages, interests, and abilities. Join us in helping to nurture our diverse community!

**We regularly celebrate our accomplishments**

- ✓ If you see someone doing something great, give them a note and treat (supplies are available on the third floor outside of office 3100M)! If someone is doing an outstanding job regularly, nominate them for a STAMP STAR award (i.e. employee of the month award)! Take time to nominate staff members, graduate assistants, and each other for awards or recognition.

**We want your feedback!**

- ✓ Let us know how we can better serve you and other members of the campus community. Please voice concerns during staff meetings or to your supervisor throughout the year. The Student Employee Advisory Board or the Stamp Advisory Board would love to hear feedback about the student employee experience or the building in general at any time.

## What is Expected vs. Above Expectations

	<b>Expected</b>	<b>Above Expectations</b>
<b>Punctuality</b>	Consistently on time, when late will notify supervisor	
<b>Attendance</b>	Consistently follows assigned schedule, rarely absent and notifies supervisor prior to absence	Perfect attendance since last evaluation, volunteers to work additional hours
<b>Dress Code</b>	Attire is consistent with unit standards	
<b>Quality of Job Performance</b>	Makes few mistakes, usually delivers neat work	Work contains no errors, pays attention to detail, takes pride in appearance at work
<b>Knowledge of Job</b>	Has a thorough understanding of assigned tasks, able to perform tasks with minimal supervision, has an effective overall understanding of unit goals and objectives	Improves results through improvement of task performance with little or no supervision, willingness to share and assist co-workers, job knowledge extends beyond area of responsibility, demonstrates a thorough understanding of unit goals and objectives
<b>Quantity of Work Accomplished</b>	Consistent work output, meets unit standards	Usually high-output, meets emergency demands
<b>Customer service</b>	Consistently maintains a positive and professional attitude when assisting a customer	Volunteers to assist co-workers with urgent or complex customer requests, assures customer satisfaction through problem solving
<b>Cooperation/Teamwork</b>	Gives timely response to requests, promotes teamwork, approaches new tasks with enthusiasm	Exhibits a positive attitude during stressful and intense work periods, assists co-workers with tasks without being asked and promotes teamwork

## Accountability

As a student employee, you are accountable for the work that is expected of you and, as a member of The Stamp community, you are accountable to your fellow student employees and The Stamp staff. To achieve The Stamp's mission, we must work as a team. Therefore, we must all hold ourselves mutually accountable.

There is a difference between an employee that does what is expected and an employee that goes above and beyond. In order to qualify for a performance-based raise, you MUST regularly exceed the expectations of your position responsibilities.

## Evaluation

The student employees of The Stamp are evaluated using the criteria listed below:

### Reliability

<b>Punctuality</b>		<b>Meets Expectations:</b> Consistently on time, when late will notify supervisor with reasonable notice
		<b>Improvement Needed:</b> Often tardy, requires an occasional reminder
<b>Attendance</b>		<b>Above Expectations:</b> Perfect attendance since last evaluation, volunteers to work additional hours
		<b>Meets Expectations:</b> Consistently follows assigned schedule, rarely absent and notifies supervisor prior to absence
		<b>Improvement Needed:</b> Frequently absence with cause or unscheduled absences with no prior notification

### Job Performance

<b>Dress Code</b>		<b>Meets Expectations:</b> Attire is consistent with unit standards, takes pride in appearance at work
		<b>Improvement Needed:</b> Attire is inappropriate for unit standards
<b>Quality</b>		<b>Above Expectations:</b> Work contains no errors, pays attention to detail, takes pride in work
		<b>Meets Expectations:</b> Makes few mistakes, usually delivers neat work, does work as asked
		<b>Improvement Needed:</b> Fairly inaccurate/below average work, too often sacrifices neatness for quantity
<b>Knowledge</b>		<b>Above Expectations:</b> Improves results through improvement of task performance with little or no supervision, willingness to share and assist co-workers, job knowledge extends beyond area of responsibility, demonstrates a thorough understanding of unit goals and objectives
		<b>Meets Expectations:</b> Has a thorough understanding of assigned tasks, able to perform tasks with minimal supervision, has an effective overall understanding of unit goals and objectives

		<b>Improvement Needed:</b> Frequently requires instruction, requires supervision in performing routine tasks, has little or no knowledge of unit goals and objectives, does not seek out additional knowledge
<b>Quantity</b>		<b>Above Expectations:</b> Usually high-output without sacrificing quality, meets emergency demands, seeks out additional projects and/or responsibilities
		<b>Meets Expectations:</b> Consistent work output, meets unit standards
		<b>Improvement Needed:</b> Work output is below unit standards
<b>Customer Service</b>		<b>Above Expectations:</b> Volunteers to assist co-workers with urgent or complex customer requests, assures customer satisfaction through problem solving
		<b>Meets Expectations:</b> Consistently maintains a positive and professional attitude when assisting a customer
		<b>Improvement Needed:</b> Does not attempt to satisfy customer requests, requires frequent coaching on customer interaction and communication
<b>Cooperation/ Teamwork</b>		<b>Above Expectations:</b> Exhibits a positive attitude during stressful and intense work periods, assists co-workers with tasks without being asked and promotes teamwork
		<b>Meets Expectations:</b> Gives timely response to requests, promotes teamwork, approaches new tasks with enthusiasm
		<b>Improvement Needed:</b> Resistant to change and assistance, not willing to share information or resources

## Dismissal from Employment

Due to the large number of students under our employment, it is essential that each employee accept some responsibility for the success of the program. If a student employee is found to be negligent in his/her duties, certain disciplinary action will be taken according to the nature of the offense. Student employees may be placed on probation, suspension or be dismissed for any of, but not limited to, the following offenses:

- Tardiness or leaving early without permission.
- Failure to report for a scheduled work assignment.
- Falsifying reported payroll hours.
- Improper job attitude or performance.
- Any negligent act which might endanger the safety of others or which may result in damage to or destruction of University property.
- Being under the influence of or possessing any type of drugs or alcohol during job assignments.
- Theft of any property belonging to other employees, participants, or Stamp and the University.
- Being discourteous and/or disrespectful toward participants or fellow employees.
- Missing a scheduled training session or meeting without notification.
- Failure to abide by the policies and responsibilities listed in this Handbook.

## Pay (Checks, Wage Scale, and Increases)

Student employees are responsible for keeping track of their pay and hours. This responsibility includes ensuring that hours worked are properly documented through web entry, the card swipe machines, or the call in service (IVR) and documented DURING THE PAY PERIOD. Failure to log hours repeatedly may lead to disciplinary action, including a loss in the opportunity for a performance pay increase at the end of a semester or possible termination of employment.

Student employees in The Stamp are required to sign up for direct deposit at the time of hire. Due to a delay in the processing of the direct deposit enrollment form, paper checks will be issued for the first few pay periods and can be picked up at the by the employee only at the Info Desk in The Stamp.

To view the pay period information, please visit The Stamp student employment website for the most up-to-date information.

## Logging Hours

There are three ways to log hours: the IVR (or call-in) system, web entry, and card swipe. You will need to work with your supervisor to determine which of these you are approved to use. If your hours have failed to log, please speak with your supervisor to make adjustments.

### IVR

Call 301.316.TIME and follow the instructions. You must call to clock IN and OUT or the time for that day will not record.

### Web Entry

Visit [timesheet.umd.edu](https://timesheet.umd.edu) to complete your timesheet online and to view your pay stubs.

### Card Swipe

There are 3 student time clocks located in the Stamp (Near the: Information Desk, Loading Dock and Capital One Bank).

Instructions:

- Press IN and swipe your card when starting your shift
- If you have multiple jobs in the Stamp, the screen will scroll the different functional tiles you have (i.e. Desk, staff, Cashier, Receptionist etc.)
- Each title will have a number assigned to it. Press the corresponding job number for the position you working that day
- The time clock will flash a “green” light when the punch is accepted and the screen will scroll the words “accepted”
- When you end your shift press the OUT key and the green light will flash and read accepted.
- If you are working past midnight on any day, please press the F8 key before you press IN. By pressing this function key you tell the clock not to close out your time record at 11:59pm

Note: The time clock will flash a “red” light when the punch is not accepted and will scroll the reason. The clock will not accept punches if there is not 30-60 seconds between each swipe. You must swipe IN and OUT or the time for that day will not record. You may review your swipe log at [timesheet.umd.edu](https://timesheet.umd.edu).

## Wage Scale

The Adele H. Stamp Student Union- Center for Campus life is committed to the overall development of each student in The Stamp student employee community. The student employee wage scale is designed to insure equity across Stamp's unit areas and to provide guidelines for pay increases based on tenure and job performance. Student employees are encouraged to express any suggestions or concerns about the wage scale to their immediate supervisor or to the Student Employee Advisory Board (SEAB).

Student employee positions are assigned to a wage category based on the nature of the job as outlined in the job description. The following descriptions of characteristics formed the basis of assignment of each student position to a specific wage category. The starting pay rate for each category appears on the right and is associated with the fiscal year.

Category	Duties	Positions	Base Rate	Manager* Rate
Category 1	Front Desk Work: Requires basic computer knowledge, customer service & clerical skills, some program/event planning	COSI Positions; All Front Desk/ Office Assistants: (LCSL, MICA, Art Center, Gallery, Administration, Engagement, Activities/SORC, etc.); SEE Production Staff, Event Monitor, Student Legal Defenders	\$8.25 (FY16) \$8.75 (FY17) \$9.25 (FY18) \$10.10 (FY19)	Rate at time of promotion +\$.50
Category 2	In addition to skills in Category 1, requires a bit more technical knowledge to complete duties in position	Street Team, Event Services Office Staff, IT Office Assistants, TerpZone, Guest Services Assistant, Marketing Intern	\$8.75 (FY16) \$9.25 (FY17) \$9.75 (FY18) \$10.60 (FY19)	Rate at time of promotion +\$.50
Category 3	In addition to skills in categories 1-2, requires high levels of interface with customers, possible manual labor	Chapel Event Managers, Gallery Set-up, Event Support, SEE Office Manager, Financial/Payroll Assistants, IT Student Techs, Event Services Special Projects Assistant	\$9.25 (FY16) \$9.75 (FY17) \$10.25 (FY18) \$11.10 (FY19)	Rate at time of promotion +\$.50
Category 4	In addition to categories 1-3, students must have higher-level technical skills in the areas of finance, design, and/or emergency procedures	Event Services Assistant, Student Marketing Designer, IT Student Managers, Event Support Managers	\$10.00 (FY16) \$10.50 (FY17) \$11.00 (FY18) \$11.85 (FY19)	Rate at time of promotion +\$.50
Category 5	In addition to some position responsibilities in categories 1-4, students are required to have a highly-developed,	Building Managers, IT Web Developer/Designer	\$10.50 (FY16) \$11.00 (FY17) \$11.50 (FY18)	Rate at time of promotion +\$.50

	specific set of technical skills to complete work		\$12.35 (FY19)	
Incentive Pay	Work done during building closures, university holidays, etc.	Some IT students, Event Support Students, Building Managers	Current rate +\$1	n/a

Full-time students work under FICA-exempt status and are expected to work no more than 20 hours per week while enrolled in classes and may work up to 29 hours during semester breaks. Employment in the summer months while not enrolled in classes or should you drop below full-time status during the academic year, you will be considered FICA-taxable.

Students who graduate are not eligible to stay employed by The Stamp in the “undergraduate student” category. Your appointment must be reassigned to Contingent 1 (or C1) and you will be taxed as a regular employee. Should you need to complete a new W-4 at this time to adjust your withholdings, you are welcome to do so. All paperwork of this nature can be received from your supervisor or the Coordinator of Training, Recognition, and Student Employment (located on the third floor of The Stamp).

### Tenure and Merit Pay Increases

All pay increases are completed at the discretion of the student’s direct supervisor. There are currently two types of pay raises available for students working in The Stamp: one based on tenure and another based on merit. At the end of the semester, the direct supervisor of a student must complete a student evaluation that is shared with the personnel office. The evaluation allows the supervisor to indicate any pay increases that are to happen for students and the personnel office will put those changes into effect for the following semester worked. In order to qualify for the pay increases, the evaluation must document the change.

#### Tenure Pay Increases

Employees who work a full semester within The Stamp (in the same position) during the fall and/or spring terms are eligible for a \$.10/hour pay increase for each completed semester.

#### Merit Pay Increases

Student employees are eligible for \$.15 pay increases based on job performance of a full fall or spring semester’s employment. Merit pay raises are awarded to outstanding employees who meet all outlined expectations for the position and exceed in several of the outlined areas. See the “Evaluation” section of this manual to view the criteria students are evaluated on for merit pay increases.

### Work Area Conditions

Students are expected to comply with certain policies while on the job. Please work with your supervisor to determine the specific guidelines and expectations related to your position, especially concerning the dress code, cell phone use, internet use, and the ability to work on homework or eat during work.

## Office Supply Use

Phones, computers and office machines are for departmental use only. Employees who use Stamp resources for personal use without supervisor approval is subject to disciplinary action, up to and including immediate dismissal.

### Phones

Telephones are not to be used for personal reasons. The only time student employees should be on the phone is to make work related calls or to answer business related incoming calls.

## University Smoking Policy

### Prohibitions against Smoking (including vaping)

1. Consistent with Maryland law, smoking is not permitted in any institution building, including academic buildings, residence halls, administrative buildings, other enclosed facilities, or vehicles, except as provided in Section III(A)3, below.
2. Smoking is prohibited on all institution grounds and property, including walkways, parking lots, and recreational and athletic areas, except as provided in Section III(A)3, below.
3. Smoking in and on institution property will be permitted only as follows:
  - a. For controlled research, and educational, theatrical, or religious ceremonial purposes, with prior approval of the President or the President's designee;
  - b. In limited and specific designated areas on institution grounds, as approved by the President; or
  - c. Subject to any other exception to this policy recommended by the President and approved by the Chancellor.
4. Prohibitions against sale. The sale of tobacco and smoking-related products is prohibited on institution property.

## Code of Conduct

As a student of the University of Maryland College Park, you have agreed to abide by the policies set forth in the Code of Student Conduct. As an employee of the Adele H. Stamp Student Union, we hold you to these standards of conduct set forth by the University. Students who are found to have violated the University's Code of Student Conduct may be held accountable for their actions and reprimanded at a level appropriate to the infraction.

The UMD Code of Student Conduct can be found at: <http://osc.umd.edu/OSC/StudentsInfo.aspx>.

## Alcohol / Drug Policy

Possession, transportation, or use of illegal drugs or alcohol during work hours will result in immediate employment termination. In addition, all drug-related incidents must be communicated to appropriate University and local authorities.

Student employees are prohibited from bringing alcoholic beverages to work sites and from drinking alcoholic beverages during designated break periods.

Reporting to work under the influence of drugs or alcohol may lead to employment termination. Persons judged to be under the influence of alcohol or drugs will not be permitted to work. A student employee who reports to work under the influence of drugs and/or alcohol may place themselves, their co-workers and/or patrons at risk.

Employees on prescription medicine are advised to consult with their physician in advance about the possible effects of their medication while at work (and specifically, if the employee may use power tools or be responsible for vehicle operation.)

Any medication which might influence or affect an employee's performance must be brought to the attention of the supervisor at the start of the work shift. In the event that the employee's physician cautions against the employee attempting to complete any or all job responsibilities, the employee must provide the supervisor with a doctor's note at the start of the shift.

Employees may be terminated if they are abusing prescription drugs during work hours or are impaired during work hours due to the abuse of prescription drugs.

## Confidentiality

Working at The Stamp, you will at times, by handling information that is of a sensitive and/or confidential nature. Each office, department, or program in which you may work or volunteer with has an obligation to protect any highly sensitive or confidential information it is given. Because this information is solely available to you as a result of your employment, you are prohibited from discussing, using, forwarding, printing, copying, photographing, recording, or otherwise disseminating any confidential or sensitive information that is given, shown, or available to you (or otherwise comes to your attention) for purposes outside the legitimate scope of your work.

For the term of your employment / association and following your separation with such employment / association, you will be bound by this agreement. Failure to abide by this agreement may result in immediate discharge from employment or volunteer work.

Examples of confidential information that you may become aware of during the course of your employment or volunteer work at The Stamp include, but are not limited to:

- Information regarding the financial circumstances, giving and payment records, or financial aid status of students, prospective students, employees, associates, donors, guests, and the family members of the aforementioned, as well as those of corporations and other organizations which have an established or potential financial relationship with The University of Maryland and The Stamp.
- Information regarding the records of students, prospective students, alumni, employees, donors, associates, and guests of the University.
- Information regarding the physical or mental health or personal affairs of any of the aforementioned individuals.
- Information pertaining to The Stamp's finances or budget, public relations plans or details, communications plans or details, or other internal or sensitive institutional information.
- Information regarding access to electronic files of any kind, and information pertaining to intellectual property of any kind, written or unwritten.

## Family Educational Rights and Privacy Act (FERPA)

FERPA is a federal law that protects the privacy of student education records. A violation of it could result in investigation, review, and adjudication by review board within the Department of health, Education, and Welfare. Protected information means that you are required by law to not share the details of anything considered an educational record with anyone else without the student's express permission, including parents and guardians.

## Sexual Harassment

The University of Maryland, College Park is committed to maintaining a working and learning environment in which students, faculty, and staff can develop intellectually, professionally, personally, and socially. Such an environment must be free of intimidation, fear, coercion, and reprisal. The Campus prohibits sexual harassment. Sexual harassment may cause others unjustifiable offense, anxiety and injury. Sexual harassment threatens the legitimate expectation of all members of the campus community that academic or employment progress is determined by the publicly stated requirements of job and classroom performance, and that the campus environment will not unreasonably impede work or study.

### Defined

Sexual harassment by University faculty, staff, and students is prohibited. This constitutes Campus policy. Sexual harassment may also constitute violations of the criminal and civil laws of the State of Maryland and the United States. For the purpose of this Campus policy, sexual harassment is defined as:

- (1) Unwelcome sexual advances; or
- (2) Unwelcome requests for sexual favors; and
- (3) Other behavior of a sexual nature where:
  - A. Submission to such conduct is made either or implicitly a term or condition of an individual's employment or participation in a University-sponsored educational program or activity; or
  - B. Submission to or rejection of such conduct by an individual is used as the basis for academic or employment decisions affecting that individual; or
  - C. Such conduct has the purpose or effect of unreasonably interfering with an individual's academic or work performance, or of creating an intimidating, hostile, or offensive educational or working environment.

In assessing whether a particular act constitutes sexual harassment forbidden under this policy, the standard shall be the perspective of a reasonable person within the College Park community. The rules of common sense and reason shall prevail. Allegations of sexual harassment shall be judged with attention to the facts particular to the case and the context in which the alleged incident(s) occurred.

Conduct prohibited under this policy may manifest itself in many different ways. Sexual harassment may, for example, be as undisguised as a direct solicitation of sexual favors, or solicitation accompanied by overt threats. Harassment may also arise from behavior which has the effect of creating an intimidating, hostile, or offensive educational or working environment. In this regard, the following types of acts, if pervasive and continuous, are more likely-than-not to result in allegations of sexual harassment: unwelcome physical contact sexual remarks about a person's clothing, body or sexual relations, conversation of a sexual nature or similar jokes and stories, and the display of sexually explicit materials in the work place or used in the classroom which are without defensible educational purpose.

Sexual harassment may occur within a variety of relationships. It may occur among peers. It may occur where no relationship exists between the parties other than being co-employees, or co-students. Especially injurious, on the other hand, is harassment in relationships characterized by an inequality of power, where one party has institutional authority over the other. Inherent in these relationships is the power and fear of reprisal. Typically, such relationships are found between employer and employee; senior faculty and junior faculty; graduate teaching assistant and undergraduate; and faculty and student, when the student is enrolled in a faculty member's class or when the student is in a continuing position to require evaluation of work or letters of recommendation from the faculty. Such relationships can be immediate, here and now, or based upon future expectations, e.g., the need for future evaluations and references. Sexual harassment may occur between persons of the same or different genders.

Education and awareness are the best tools for the elimination of sexual harassment. The Campus is committed to taking appropriate action against those who violate the provisions of the policy. The Campus is committed to protecting targets of harassment from retaliation.

## Procedures

Individuals who believe themselves subjected to an incident of sexual harassment should be aware that there are many ways to bring it to the attention of the University and, where proper, obtain redress or protection. There is an informal route. There are also more formal procedures of long-standing which are sufficiently broad to deal with sexual harassment. Preventing sexual harassment is a responsibility of the entire Campus community. The Campus has made this a priority, but ultimately, no satisfactory investigation or resolution of a complaint can occur without the initiation and continuous cooperation of the person who feels injured. Similarly, allegations of sexual harassment are extremely serious, with potential for great harm to all persons if ill-conceived or without foundation. Procedures which implement campus policy recognize that potential. The Campus is committed to protecting the rights of the alleged offender as well as the offended.

## Informal Consideration

An incident of sexual harassment may be reported to:

- a) Any Campus or University official or faculty member, including an individual's supervisor, department chair or dean;
- b) The Director of Personnel (301-405-5651);
- c) A departmental or college equity officer;
- d) The Director of the Office of Human Relations (301-405-2838); or
- e) The President's Legal Office (301-405-4945.)

When an individual receives a report of sexual harassment, he or she will notify the Legal Office prior to taking any action to investigate or resolve the matter informally. The Legal Office will normally manage and coordinate all matters relating to complaints. Complainants will be advised of relevant campus policies and procedures, and the informal and formal means of resolving the matter will be explained. When a written complaint is not required to initiate an informal investigation, the Legal Office must receive a signed complaint from the offended person before any sanctions or other action can be undertaken against an individual for sexual harassment. If the matter is to be investigated, consideration shall be given to the situation and the wishes of the complainant. The investigation of a complaint will include discussing the matter with the person accused of sexual harassment. The finds of the investigation shall be confidentially reported to the President and to the relevant vice president, dean, chairperson or supervisor for any necessary action. Sanctions for sexual harassment may range from reprimand to termination, depending upon the circumstances of the case.

## Formal Complaints

Formal grievance procedures for resolving sexual harassment complaints are available based on the classification of the aggrieved person:

- a) Faculty members may file with the dean of their academic unit under the Faculty Grievance Procedure contained within the Faculty Handbook of the College Park Campus, University of Maryland;

- b) Associate Staff employees may file with the Employee Specialist under the Associate Staff Grievance Procedure contained within the Personnel Policies and Rules for Associate Staff Employees of the University of Maryland, Office of Personnel, Chesapeake Building, 301-405-5651;
- d) Students may file under the Code of Student Conduct, Office of Student Conduct, 2108 Mitchell Building, 301-314-8204; or
- e) Faculty, associate staff, classified, staff, and students may file under the UMCP Human Relations Code with a Campus unit equity administrator or the Campus Compliance Officer, Office of Human Relations Programs, 1107 Hornbake Library, 301-405-2838 (voice) or 301-314-9993, (TTY).

## Sexual Relationships and Professional Conduct

The basic function of a university is the discovery and transmission of knowledge and activities which are founded upon the free and open exchange of ideas. In order for productive learning and the work that supports it to occur, members of the Campus community - faculty, students and staff personnel - should pursue their responsibilities guided by a strong commitment to principles of mutual trust and confidence and professional codes of conduct.

It should be understood by all members of the Campus community that sexual relationships that occur in the context of educational or employment supervision and evaluation are generally deemed very unwise because they present serious ethical concerns. Many professional codes of conduct prohibit relationships that occur within the context of one's profession. Accordingly, faculty and supervisors are warned about the possible costs of even an apparently consenting relationship. The element of power implicit in sexual relationships occurring in the supervisory context can diminish a subordinate's actual freedom of choice. There is doubt whether any such relationship can be truly consensual. In addition, sexual relationships between a professor or supervisor and a subordinate create an environment charged with potential conflict of interest. Questions of favoritism frequently arise. As a result, such conduct may subvert the normal structure of incentives that spurs work and learning advancement and interjects attitudes and pressures which are not consonant with the education and employment policies and principles to which the Campus is committed.

## Customer Service Commitment

The Adele H. Stamp Student Union is committed to providing exceptional service to our visitors, including campus guests and visitors, students, university staff members, and perspective students. Exceptional service is delivered by knowledgeable, friendly, and dedicated student employees. Each and every interaction *you* have with a Stamp customer creates an impression. We are relying on you to do your best to ensure that those interactions are positive. Some tips for serving customers include:

- Dress neatly and professionally. It tells our customers you are serious about taking care of them.
- Greet people with a friendly smile and make eye contact.
- Use a visitor's name! It makes people feel important.
- Maintain a high level of knowledge about all Stamp programs, facilities, and services, so you can answer questions accurately and thoroughly.
- Take the time to get it right the first time, so a guest does not have to come back unnecessarily. Careful service, even if it takes longer, is always better than fast service.
- Give you complete attention to one customer at a time. Avoid picking up the phone, chatting with friends, or trying to serve more than one customer at the same time.

## Preventing and handling customer complaints and conflicts

If you work hard to deliver exceptional service and you **consistently** enforce Stamp policies, you will have very few complaints or conflicts. Unfortunately, whenever you interact with people, some complaints and conflicts are inevitable. Keep in mind that customers are most likely to complain when:

- Their expectations or needs are not met.
- An employee treats them with indifference (doesn't seem to care).

When faced with a participant or customer who is complaining or getting upset, try the following:

1. Take a deep breath and calm *yourself*.
2. **Use eye contact** and body language (put everything else aside) to show you are sincerely interested in the person's complaint/problem. Allow the person to vent.
3. **Listen**, without interrupting, and pay careful attention. Try to determine what is really bothering the person.
4. **Be sympathetic** and show you understand how the customer **feels** (frustrated, disappointed, etc.) — while not indicating you agree with the complaint.
5. **Use the customer's name** as often as possible. It shows respect and helps to calm the person.
6. Don't argue. Simply tell the customer what you **can** do. Try to suggest a way to fix the situation or an alternative.
7. Try to use **"I" statements** (e.g. "I'm sorry you are frustrated," "Let me see if I can help you,")
8. Avoid using statements that will exacerbate the situation:
  - Our policy is...
  - You should have...
  - You need to...
  - You have to....
  - You cannot...
  - I cannot...
  - I do not know...
  - There's nothing I can do about it...
  - It's not my job

## Media Access & The Stamp

The Stamp welcomes most media coverage. The areas inside the building are not public spaces and to ensure safety and privacy for our students and guests, the media need permission to film, photograph, record or interview in the Stamp. Below you will find guidelines for when media is in the building or you would like to invite the media to an event.

If you see media in the Stamp:

- If you observe the media in Stamp please notify the Information Desk by calling x43375.
- The Information Desk will notify Lisa Hegwood, Andy Mrusko, or a Building Manager. Media will be issued a press pass if they have been granted permission to film in the Stamp. All instances of media in the Stamp will be reported to University Communications and the Stamp Admin group.

If you would like to invite the media to your event:

- If you would like to contact the media or have the media involved in an event here at The Stamp, please contact Pam Lloyd ([plloyd@umd.edu](mailto:plloyd@umd.edu)) in Media Relations or Lisa Hegwood and Andy Mrusko at the Stamp prior to contacting the media.
- Contact Event Services immediately to let your Event Coordinator know that you are anticipating media coverage. Media being present may impact both the set-up of the event and the audio-visual equipment needed for a successful event.

If you are contacted by the media:

- If you are contacted by the media for information about the Stamp or your program, please contact Carol Gilchrist before responding to the media request. Note who is requesting the information, what it will be used for, when and where it will appear.

## Safety and Security on Campus

National and local events have prompted everyone to take a closer look at our safety and security at the University. Below is some information, advice, and phone numbers to help make campus a safer place.

### Important Phone Numbers

Medical Emergency	911
Jump Starts/Lock-outs	301-314-4CAR
Crime Reporting (non-emergency)	301-405-3555
Police Escort Services	301-405-3555
Health Center	301-314-8180
Key & Lock Problems	301-314-WORK
Security Lighting	301-405-2222
Sexual Assault Hotline	301-314-2222
Transportation Services	301-314-PARK
N.I.T.E. Ride*	301-314-NITE

While escorts are available 24 hours a day, N.I.T.E. is a curb-to-curb service offered from 5:30PM - 7:30AM that runs on a circuit. N.I.T.E. will vary its route to come get students.

## Medical Emergencies

### Injuries

- DO NOT attempt to move the individual who has been injured.
- Immediately call for police (301-315-3333) assistance and notify the Info Desk.
- When in doubt, always believe the injury is more serious than originally thought.
- DO NOT clean up bodily fluids or other hazardous materials unless authorized to do so.

## Facility Emergencies

Employees may also encounter certain emergency situations which might require special attention. Problems such as fire alarms or power failure can never be predicted. For complete information on how to proceed in an emergency, view the online training available for emergency preparedness listed on The Stamp student employment website.

## General Emergencies

Most student employees do not have responsibilities during an emergency other than to keep themselves safe (check with your supervisor). Remaining calm is key to responding in an emergency. For storms, tornados, and other dangerous weather, take appropriate shelter and wait for the all clear. Be sure to keep in mind the following points:

#### Protect Lives First and Property Second

There is nothing more important in the Stamp Student Union than the people who occupy it. Everything else can be replaced. In an emergency, your primary duty is to ensure that you and those around you can get to a place of safety. Protecting property is important, but it is not our first concern.

#### Know Your Emergency Exit Routes

Take some time to become familiar with your work space and the Union. Make sure you can identify at least two different exit routes from both your work space and the building. Make sure that fire exits, stairs, and hallways stay clear and free of furniture or debris. If you notice blocked exits or stairs, please call the Assistant Director for Facilities at 301-314-5931 or notify the Building Manager on-duty at the Information Desk.

#### Know Your Assembly Point

Your work location in the building will be assigned a specific assembly point to shelter-in-place inside of the building. Look for your friends and co-workers. If someone is missing, tell your supervisor. The supervisor will tell the Fire, Police or Stamp Student Union staff.

#### Respond Promptly and Safely

Take time to think safe and be safe as you move to your shelter-in-place location, but don't waste time. If your work space has valuables which must be secured, you should make sure that you have a procedure in place to lock up quickly in an emergency. In some cases, you may need to leave immediately. Your safety always comes first!

#### Shelter-In-Place Guidelines (General)

Should a shelter-in-place situation exist, information will be provided by University authorities on television and radio stations through UMD Alerts. Stamp staff will be in direct contact with University Police. It is important to follow the instructions of University emergency response authorities until an all clear has been signaled to allow for people to safely exit their shelter-in-place locations.

## Fire

- Whenever you hear a fire alarm in your building you **must** stop all activities in progress and evacuate the building.
- When evacuating the building, make sure all people vacate your area and move outside. Do not allow participants to enter another part of the building to retrieve personal belongings.
- Close all doors leading into your area of the building. Keep the keys with you.
- You may not re-enter the building until the alarm is turned off and/or a uniformed officer gives you permission to enter the building.
- If you discover the fire, activate the closest alarm and then call the emergency number (911) to confirm the report. After evacuating the building, direct a fellow employee to watch for and direct the firefighters to the correct location.
- Do not attempt to extinguish a fire.

## Bomb Threat

- If you receive a bomb threat, try to learn its specific location. The same employee should then immediately report the call to the Campus Police at 911.
- Follow directions given by Police (might include evacuation of the building.)

## Power Failure

- Suspend all activities. If all areas are dark and it's too difficult to move people to a lighted area, ask the participants to sit down and be patient.
- Make a general announcement informing the participants/spectators that assistance has been summoned. In facilities/areas where there is enough light (emergency lighting) to evacuate, this should be done. Participants should be informed that they may not re-enter the facility until power is restored.
- Call 314-WORK to report the outage.

## Earthquakes

In the unlikely event of an earthquake, the following response procedures should be followed.

- If the building is occupied – Move away from windows, mirrors, glass cases, tall bookshelves, fireplaces, chimneys, and electrical equipment. Watch for falling plaster, ceiling tiles, and light fixtures.
- Move to inside walls away from windows. Stand in interior doorways, crouch under desks, tables, or other sturdy furniture, or brace yourself in an interior corner of the building.
- If you are located on the patios and external portions of the building – Move into an open area, away from the building, trees, walls, and power lines.

## Unusual Behavior or Mental Health Emergency

People may exhibit unusual behavior for many different reasons. If you observe someone who is exhibiting unusual behavior or if for whatever reason you have a concern regarding someone's psychological or mental health, notify the front desk or the building manager on duty with the location and brief description of the behavior.

If a person you are interacting with seems to be exhibiting unusual behavior, remove yourself from the situation if you feel unsafe or are concerned about the safety of others. Notify the Information Desk immediately. If you are dealing with this situation, here are some details on how to handle the situation to avoid escalation:

A person may become *verbally aggressive* when they feel frustrated or out of control.

- Allow the person to vent and describe what is upsetting them but indicate that verbally abusive behavior is not acceptable.
- If the person gets too close to you, ask them to move back. Be aware of the closest exit path if necessary.
- Do not threaten or taunt the person.
- Do not press for an explanation of their behavior.
- Do not get physically cornered.

A person may become *violent or physically destructive* when they feel totally frustrated and unable to do anything about it. This behavior may present the most immediate danger to others.

- Call 911, the Information Desk, or Campus Police at 301-405-3333 immediately.
- Do not confront or threaten the person.
- Do not get physically cornered.
- Do not press for an explanation of their behavior.
- If communication exists, respond to the person calmly and quietly. Inform them that the police have been called.

A person who is in *poor contact with reality* may be having hallucinations or delusions or having difficulty separating fact from fantasy. They may behave in strange or unusual ways and is most likely scared, frightened, and overwhelmed.

- Call 911, the Information Desk, or Campus Police at 301-405-333 and explain the situation to the dispatcher.
- If communication exists, respond to them with care and kindness; maintain eye contact.
- Acknowledge the person's fears without either supporting or contradicting their misconceptions.
- Try to change the focus from the person's delusion to the immediate reality.
- Do not argue or try to convince the person that they are irrational.
- Do not play along with the person's delusions.
- Do not demand, command or order the person.
- Do not expect customary responses.

A person who is contemplating or talking about **suicide** may mention it in an offhand way. The student may feel depressed and hopeless. They may threaten to do something that will end their life.

- Take these threats seriously. Do not make light of the suicide threat. Do not discount the significance of the person's feelings of depression and hopelessness.
- Express concern and ask if they are talking to anyone or receiving any help.
- If not, encourage them to do so or offer to call the Counseling Center or the University Health Center on their behalf.
- If you feel unprepared to deal with the person, quietly ask someone to call University Police at 301-405-3333 or notify the Information Desk.

## Lightning - Outdoor Facilities

Research indicates that lightning is the number two cause of death by weather phenomena, accounting for 110 deaths per year. The University maintains the following position on thunder and lightning:

- If thunder and/or lightning can be heard and/or seen, stop the event and seek protective shelter immediately.
- In situations where thunder and/or lightning may or may not be present, yet you feel your hair stand on end and skin tingle, immediately assume the following crouched position: drop to your knees, place your hands/arms on your legs, and lower your head. Do not lie flat.
- In the event that either situation should occur, allow thirty minutes to pass after the last sound of thunder and/or lightning strike prior to resuming activity.

## Active Shooter Situations

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival:

If an active shooter is outside your building:

- Proceed to a room that can be locked. Close and lock all windows and doors and turn off all the lights.
- Get everyone down on the floor and ensure that no one is visible from outside the room.
- Call 911 and advise the dispatcher of what is taking place including location and details.
- Remain in place until police arrive in person and inform you that it is safe to leave.
- Remember that “unfamiliar” voices may be the shooter attempting to lure victims from their safe space. Do not respond to voice commands until you can verify with certainty that they are being issued by a police officer.

If an active shooter is in the same building you are:

- Determine if the room you are in can be locked and if so, follow the same procedures described in the previous paragraph.
- If your room can't be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building.
- If you decide to move from your current location, be sure to follow the instructions outlined below.

If an active shooter enters your office or the space where you are:

- Remain calm and call 911 if possible to alert police to the shooter's location.
- If you can't speak, leave the line open so the dispatcher can listen to what is taking place.
- If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter.
- Attempting to overpower the shooter with force should be considered a very last resort after all other options have been exhausted.
- If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police.

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams; they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment. The officers may be armed with rifles, shotguns, or handguns, and might also be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you are carrying and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at your assembly point.

## Hostage Situations

If you hear or see a hostage situation:

- Immediately remove yourself from any danger
- Immediately call 911 or University Police at 301-405-3333
- Be prepared to give the dispatcher the following information:
  - Location and room number of incident
  - Number of possible hostage takers.
  - Physical description and names of hostage takers, if possible.
  - Number of possible hostages.
  - Any weapons the hostage takers may have.
  - Your name.
  - Your location and phone number.

If you are taken hostage:

- Remain calm, be polite and cooperate with your captors.
- DO NOT attempt escape unless there is an extremely good change of survival. It is safer to be submissive and obey your captors.
- Speak normally. DO NOT complain, avoid being belligerent and comply with all orders and instructions.
- DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.
- Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- Avoid getting into political or ideological discussions the captors.
- Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- Try and stay low to the ground or behind cover from windows and doors if possible.

In a hostage rescue situation:

- **DO NOT RUN.** Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- Wait for instructions and obey all instructions you are given.
- Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- Even if you are handcuffed and searched, DO NOT resist. Just wait for the confusion to clear.
- You will be taken to a safe area, where proper identification and status will be determined.

## Fights and Physical Altercations

If someone's actions pose a physical threat to you or others in the Stamp, get away from the perpetrator immediately and call 911 from a safe location. If you do not have access to a phone, get away from the perpetrator and get to a safe location and notify the Information Desk of the situation.

NEVER put yourself in a position of physical harm. DO NOT try to break up a fight, argument or physical altercation yourself.

## Additional Information

## Student Employee Advisory Board (SEAB)

The SEAB was established to advise The Stamp student staff of needed additions/improvements to employee and other policies. Each work area within The Stamp has the opportunity to have at least one student serving on the SEAB. The SEAB serves as the voice of the student employee population. If you have concerns or suggestions, please contact your representative immediately. The SEAB will typically meet twice a semester with the Coordinator for Training, Recognition, and Student Employment.

## Personal Problems

If you are having trouble meeting your work responsibilities or having problems that are negatively affecting your work, please see your supervisor or the Coordinator for Training, Recognition, and Student Employment immediately. Your supervisor can work with you, including giving you a leave of absence, if necessary. The Stamp staff is committed to your academic and job success.

## References

The Stamp professional staff members will write letters of recommendation and will be happy to serve as job references for good employees. The Stamp professional staff members may also decline the opportunity to serve as a reference. Please notify your supervisor in advance if you plan on using him or her as a reference as they may not be able to serve as a positive reference for you. Please also give as much notice as possible if you are requesting your supervisor to submit a letter of recommendation.

## Employee Files

Your employee file contains all personnel records, including but not limited to evaluations, certifications, substitution requests, and is kept complete for three years after separation of employment. Beyond three years, The Stamp will only be able to verify your employment with the department and will not be able to provide evaluations or feedback to prospective employers.

## **Student Staff Website Information**

The ELMS (Blackboard) site has resources and training materials available for all Stamp student employees. Access will be granted to you on or shortly after your start of employment date. Please work with your supervisors if you have any questions, comments, or concerns about the content available on the website.

Information on the website includes: payroll dates, the student employment manual, hiring paperwork, the direct deposit form, and the W-4 form and instructions. Other materials for professional development opportunities will also be available.

## **Coordinator for Training, Recognition, and Student Employment**

The Coordinator for Training, Recognition, and Student Employment is here as a resource for all student employees. Please feel free to contact this person, located on the third floor of The Stamp, should you have any concerns, questions or problems.

## Get to Know The Stamp

As an employee of The Adele H. Stamp Student Union, we expect you to have a strong understanding of The Stamp and its services so that you may better assist our visitors. In addition to the basic information below, please take time to explore The Stamp website to learn more about what services we offer our guests and the greater campus community.

[thestamp.umd.edu](http://thestamp.umd.edu)

## The Adele H. Stamp Student Union Offices & Services

### Student Involvement Offices

Veteran Student Life  
Alternative Breaks  
America Reads \* America Counts  
Contemporary Art Purchasing Program  
Department of Fraternity & Sorority Life  
Graduate Student Life  
Leadership & Community Service Learning  
Memorial Chapel  
Office of Multicultural Involvement & Community Advocacy (MICA)  
Off-Campus Student Life  
Transfer 2 Terp (T2T)

### Shops, Entertainment, & Services

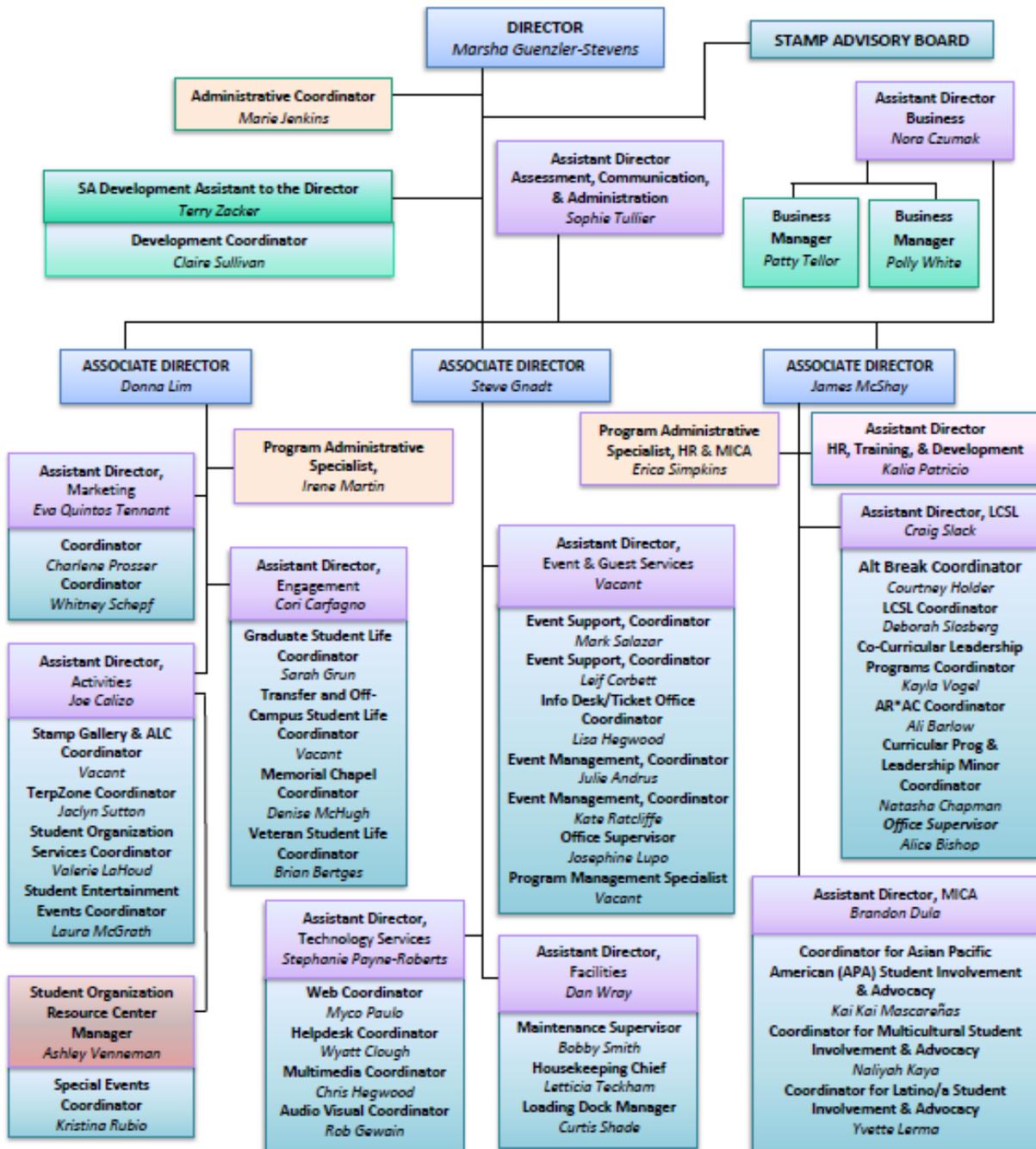
Technology Services  
Capitol One Bank  
Design and Copy Services  
Graduate Student Legal Aid  
State Employee Credit Union (SECU-ATM)  
Undergraduate Student Legal Aid  
Terrapin Shipping and Mailing  
Terrapin Technology Services  
University Book Center  
Union Shop  
Event Services  
Marketing Office  
Ticket Office  
Special Events & Programs  
Art & Learning Center (ALC)  
Stamp Gallery  
TerpZone  
Student Entertainment Events (SEE)

### Food Options

Adele's  
Auntie Anne's  
Chick-Fil-A  
The Coffee Bar  
McDonald's  
MD Food Co-Op  
Moby Dick  
Panda Express  
Salad Works  
Sbarro Pizza  
Subway  
Sushi by Panda  
Taco Bell

## Organizational Chart (Condensed Version)

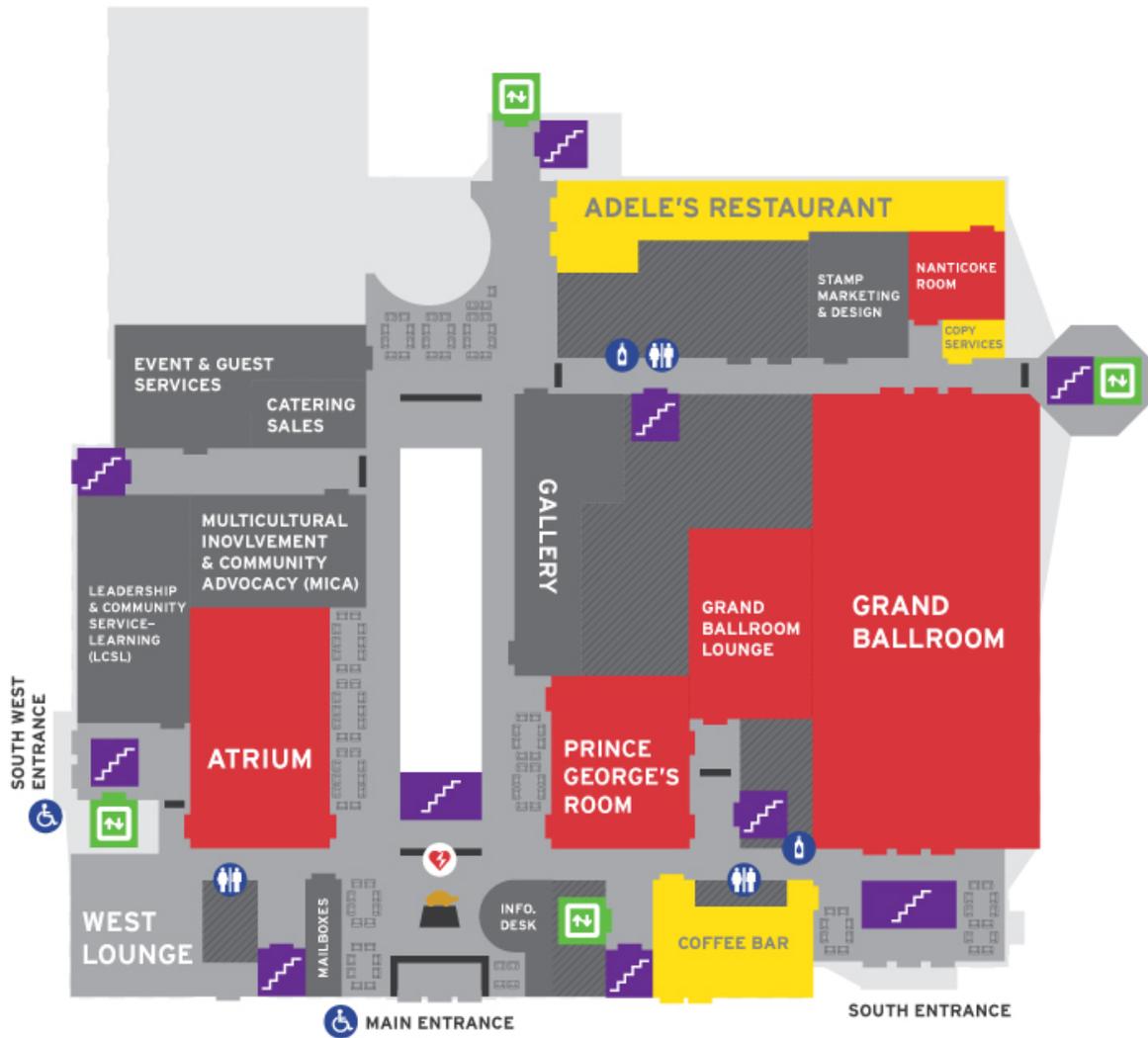
### Adele H. Stamp Student Union, Center for Campus Life Condensed Organizational Chart



# GROUND FLOOR (G)



# FIRST FLOOR (1F)



# SECOND FLOOR (2F)

