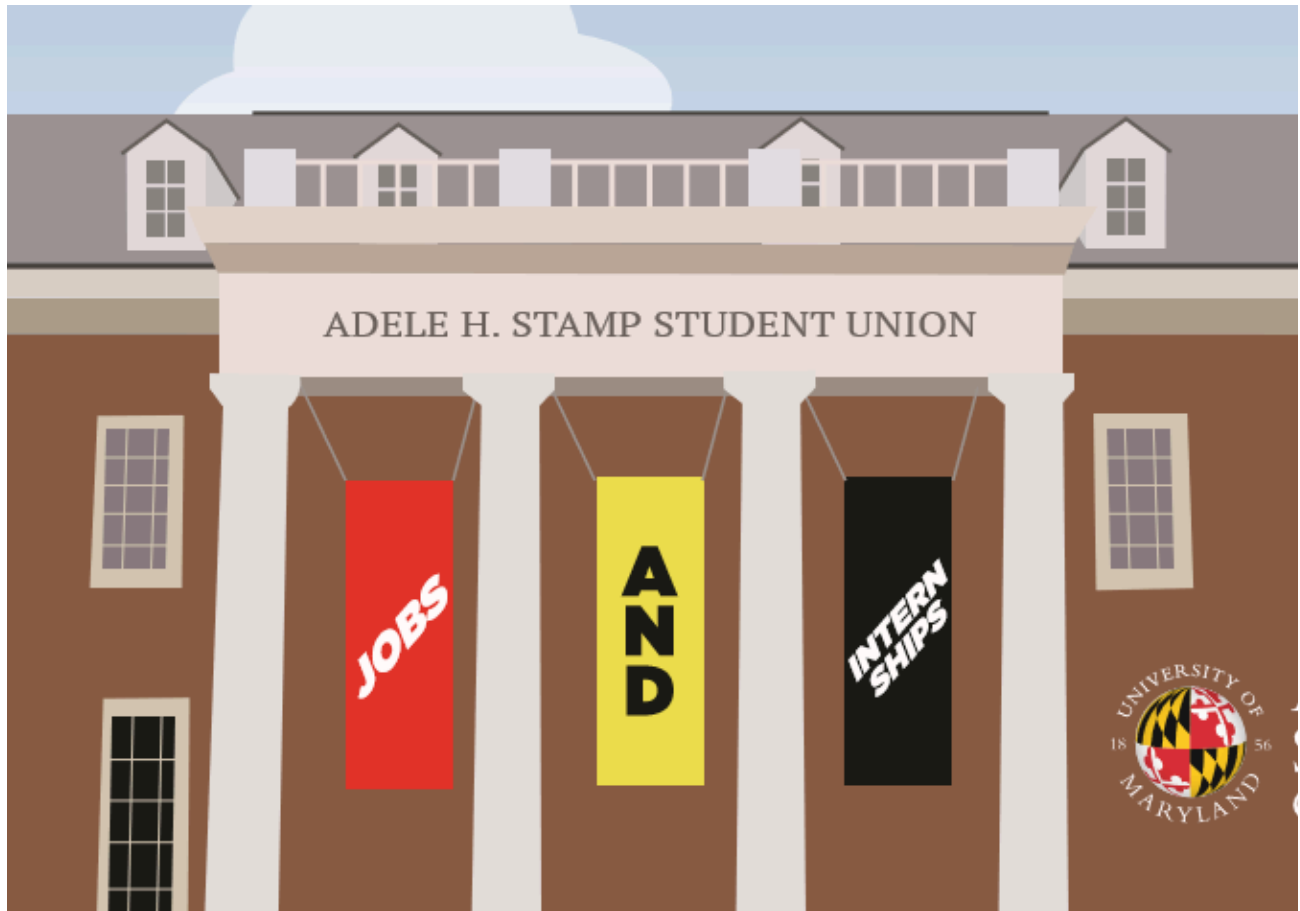


ADELE H. STAMP STUDENT UNION



STUDENT EMPLOYEE MANUAL

2024-2025

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WELCOME FROM DIRECTOR

Welcome to Our Student Employee Team!

I hope this message finds you well and full of enthusiasm as you embark on your journey with us as a valued member of our team here at the STAMP Student Union. On behalf of the entire team, I extend a warm welcome to you!

As a student employee, you bring a fresh perspective, energy, and unique talents that contribute immensely to our collective success. Throughout your time with us, you will have the opportunity to learn, grow, and develop new skills that will serve you well in your future endeavors. Once again, welcome to the team! We are excited to have you on board and look forward to working together to achieve great things.

Warm regards,
Marsha Guenzler-Stevens, PhD
Director



WELCOME FROM SEAB



On behalf of the Student Employee Advisory Board, we are thrilled to have you join the staff. Your role as a student employee is invaluable, and we are here to support you every step of the way.

SEAB strives to give student and graduate employees of the Adele H. Stamp Union an outlet to voice concerns, determine unifying and common solutions to employment issues, and create a unified Stamp Staff through community development. We accomplish this by having social events, open-forums, and informal activities.

We are confident that your time as a student employee will provide you with valuable skills and experiences that will benefit you both academically and professionally. Together, let's make this an enriching journey!

Sincerely,
Student Employee Advisory Board

MISSION

TO PROVIDE A SAFE AND INVITING CAMPUS CENTER WHERE ALL UMD STUDENTS, ALUMNI, FACULTY, STAFF, AND COMMUNITY MEMBERS CULTIVATE LIFELONG RELATIONSHIPS FOUNDED ON ENGAGEMENT, LEARNING, MULTICULTURALISM, AND CITIZENSHIP.

VISION

TRANSFORMING AND ENRICHING THE MARYLAND EXPERIENCE.

CUSTOMER SERVICE COMMITMENTS

Positive: Be the smiling face that greets people! We want our customers to know you are happy to help them.

Interpersonal: Be friendly and welcoming to your customer. Make conversation and make them feel like they can talk to you comfortably.

Informative: You are the expert, do your best to help the customer! Keep up to date on important information to be of best help.

Professional: Remember to be courteous and level-headed when working with customers. We may work with students, but we want to be serious about our responsibilities.

Solution-Oriented: Be a problem-solver and keep conversation productive. Use your resources to help the customer using steps and making a plan.

STAMP GROW

STAMP GROW (GUIDED REFLECTION ON WORK) USES BRIEF, STRUCTURED CONVERSATIONS BETWEEN STUDENT EMPLOYEES AND THEIR SUPERVISORS TO HELP STUDENTS CONNECT THE SKILLS AND KNOWLEDGE THEY ARE GAINING IN THE CLASSROOM WITH THE WORK THEY ARE DOING, AND VICE VERSA.



STUDENT EMPLOYEE LEARNING OUTCOMES

As a STAMP student employee, you will be able to...

1. routinely provide service that is positive, interpersonal, informative, professional, and solution-orientated.
2. articulate their strengths and opportunities related to personal and professional development.
3. think critically by identifying problems, considering a variety of solutions, and determining the best course of action.
4. show an appreciation for diversity by displaying mutual respect and considering the experiences of others.
5. identify how their work within STAMP is transferable to potential career paths in which they are interested.

STAMP GROW TIMELINE

Below is an overview of a typical academic year experiencing STAMP GROW:

FALL SEMESTER

September: Complete "Self-assessment"

October: GROW Mid-semester conversation

December: GROW End of Semester Conversation & Performance Evaluation

SPRING SEMESTER

January: Complete "Guide To Self-Exploration"

February: GROW Mid-Semester Conversation

April: GROW End of Semester Conversation & Performance Evaluation

May: End of Year Survey

END OF SEMESTER MEETINGS



STAMP GROW CONVERSATION

During STAMP GROW conversations, your learning, development, and goals will be discussed. These items are NOT used in the performance evaluation process/determination of merit pay increases.

It is the responsibility of you, the student employee, to review the GROW guiding questions and be prepared with notes in order to have a productive conversation.

PERFORMANCE EVALUATION

The Performance Evaluation is intended to be a reflective tool which considers the comments of both you and your supervisor.

It is the responsibility of the supervisor to pre-fill out the performance evaluation form before the meeting and provide thoughtful, honest, and comprehensive feedback for you; which should help you in your collegiate and career developmental journey.

PERFORMANCE EVALUATIONS



STEP BY STEP PROCESS

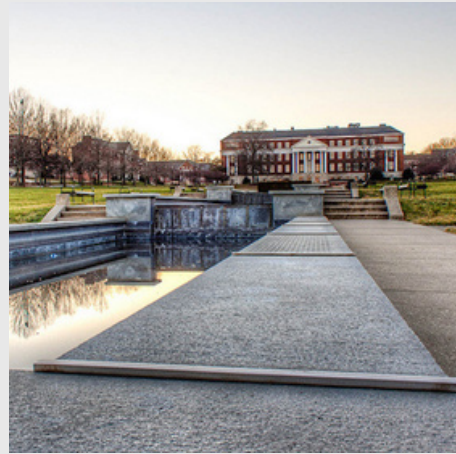
1. Supervisor schedules and reminds student employee of the upcoming End of Semester Meeting (GROW conversation and Performance evaluation).
2. Student employee reviews GROW questions and performance factors and takes notes in preparation for meeting.
3. Supervisor pre-completes performance evaluation
4. Supervisor and student employee meets to mutually discuss GROW and performance metrics. Supervisor takes notes on both their evaluation and the student employee self-evaluation.
5. Supervisor sends a copy of the End of Semester notes to the student employee.

TENURE AND MERIT INCREASES

Merit and tenure increases will be tied to the fall and spring student employee evaluations and will follow this criteria:

Up to \$.10 for tenure (completion of a full semester of work), up to \$.15 for merit, or not applicable (due to improvement needed or because of graduation, resignation, etc.). This means that pay raises can range from \$.00 up to \$.25. The full \$.25 pay raises are given to students who exceed expectations across almost all levels of the evaluation.

PERFORMANCE FACTORS & MEASUREMENT



Each performance factor below will be measured using one of the following metrics: unsatisfactory, below, meets, exceeds, and outstanding.

1 LEADERSHIP & MOTIVATION

Creating and maintaining a productive environment where people strive for quality of service supportive of all staff; fostering a commitment for achieving unit and STAMP goals; setting a positive example for others to follow.

2 COMMUNICATION SKILLS

Articulate thoughts and ideas clearly and effectively in written and oral forms to individuals; on online platforms; inside and outside the organization.

3 COLLABORATION AND TEAMWORK

Putting the group's success ahead of personal goals; sharing information and resources with others; exhibiting positive attitudes during times of change; taking on new tasks with enthusiasm and energy.

4 ORGANIZATION AND WORK ALLOCATION

Organizing the workflow for self and among people and functions in the unit; delegating work to make efficient use of resources and to develop people's capabilities; facilitating the flow of information among individuals and groups.

5 JOB KNOWLEDGE AND CUSTOMER SERVICE

Understanding job procedures, policies, and responsibilities; keeping up-to-date technically; acting as a resource person on whom others rely for assistance. Ability to provide customer service which is positive, interpersonal, informative, professional, and solution-oriented.

DISCIPLINARY PROCESS

If you are found to be negligent in duties, certain disciplinary action will be taken according to the nature of the offense. Student employees may be placed on a verbal or written warning; as needed based on their supervisors discretion and the offense at hand. Probation, suspension or be dismissal may be warranted.



VERBAL WARNING

Verbal warnings are often the first step in the disciplinary process, aiming to address issues before they escalate.

WRITTEN WARNING

A written warning is a formal document that an employer gives to an employee to address a performance or behavior issue. It's more serious than a verbal warning, which is usually given in person by a manager or supervisor. A written warning is documented and kept in the employee's personnel file.



PROBATION

The probationary period allows a student employee time to correct the behavior and permits the supervisor to assess your individual performance. We highly encourage student employees and supervisors to frequently communication during this probationary period; especially clarifying roles, providing feedback, and engaging in learning and development opportunities to improve skills.



SUSPENSION

Suspension from employment is a temporary measure that an employer may take when they have concerns about an employee's conduct or performance. Employee suspension is a step in the progressive discipline process that removes an employee from the workplace when performance issues, misconduct, or serious incidents necessitate a review and decision about retaining the employee. This action is rarely taken.



DISMISSAL

Dismissal, also known as termination, is when an employer ends an employee's contract against the employee's will. This is a last measure. In most instances, supervisors should have provided verbal and written warnings ahead of taking this last resort.



WORKPLACE POLICIES



OFFICE SUPPLY USE

Office phones, computers and office machines: These devices 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.

Personal 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.

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.

UNIVERSITY POLICIES



SMOKING POLICY

Consistent with Maryland Law, smoking, including vaping, is prohibited anywhere on campus, except for designated smoking areas. This includes inside buildings or outside on campus. The sale of tobacco and smoking-related products is also prohibited on campus.

ALCOHOL/DRUG POLICY

Use, possession, or transportation of illegal drugs during work hours will result in immediate employment termination and all incidents will be communicated to University and local authorities. This includes bringing alcoholic beverages to work and reporting to work under the influence. Employees on prescription medicine that might influence or affect performance must communicate this with their supervisor at the start of the work shift. If the employee's physician cautions against the employee attempting to complete any or all job responsibilities, they must provide a doctor's note at the start of the shift.

SEXUAL HARRASSMENT

Sexual harassment by University faculty, staff, and students is prohibited by the campus and state and federal law. This induced unwelcome sexual advances, unwelcome requests for sexual favors, and involving such conduct as a part of an individual's employment or decisions about employment. Incidents can be reported through formal or informal routes to bring it to the attention of the University and to obtain redress or protection.

An incident of sexual harassment may be reported to:

- Any Campus or University official or faculty member, including an individual's supervisor, department chair or dean;
- UMD Police (301-405-3333 or 911)
- The Office of Civil Rights & Sexual Misconduct (301-405-1142);
- A departmental or college equity officer;
- The Office of Diversity & Inclusion (301-405-2838);

or

- The President's Legal Office (301-405-4945.)

IMPORTANT PHONE NUMBERS



911

MEDICAL EMERGENCIES

301-314-4CAR

JUMP STARTS/LOCK OUTS

201-405-3555

CRIME REPORTING (NON-EMERGENCY)

301-405-3555

POLICE ESCORT SERVICES

301-314-8180

HEALTH CENTER

301-314-7651

COUNSELING CENTER

301-314-2222

SEXUAL ASSAULT HOTLINE

301-314-7270

TRANSPORTATION SERVICES

301-314-DOTS

N.I.T.E. RIDE

301-314-3375

STAMP INFORMATION DESK

301-314-5555

STAMP IT

301-314-8488

STAMP EVENT AND GUEST SERVICES

SAFETY AND SECURITY ON CAMPUS

MEDICAL/ INJURY EMERGENCIES



- 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

- Keep yourself safe and remain calm.
- Protect lives first and property second.
- Know your emergency exit routes.
- Know your assembly point.
- Respond promptly and safely.
- Listen to shelter-in-place guidelines if applicable.



FIRE



- When you hear a fire alarm stop ALL activities and evacuate the building.
- Make sure those around you vacate and do not attempt to re-enter the building.
- Close all doors leading into your area of the building. Keep the keys with you.
- If you discover the fire, activate the closest alarm and call 911.
- Do not attempt to extinguish a fire.
- Do not re-enter the building until the alarm is turned off and/or a uniformed officer gives you permission to do so.

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.)



SAFETY AND SECURITY ON CAMPUS

POWER FAILURE



- Stop all activities. If all areas are dark and it's too difficult to move people to a lighted area, ask those around you to sit down and be patient.
 - Make a general announcement informing those around you that assistance has been contacted. In areas where there is enough light to evacuate, this should be done. Everyone should be informed that they may not re-enter the facility until power is restored.
 - Call 314-WORK to report the outage.
-

EARTHQUAKES

- Move away from windows, mirrors, glass cases, tall bookshelves, and electrical equipment. Watch for falling plaster, ceiling tiles, and light fixtures.
- 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 outside, move into an open area away from buildings, trees, walls, and power lines.



MENTAL HEALTH EMERGENCY



- If you observe someone exhibiting unusual behavior and you feel unsafe, remove yourself from the situation and call 911.
 - Be aware of the closest exit paths if necessary and be cautious.
 - Someone who is contemplating suicide may mention it nonchalantly, do not take this lightly and express concern for them and encourage them to call the Counseling Center. If needed, call 911 to come speak with the person.
-

LIGHTNING

- If thunder and/or lightning can be heard and/or seen, stop all activities 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.
- Wait thirty minutes to pass after the last sound of thunder and/or lightning strike prior to resuming activities.



SAFETY AND SECURITY ON CAMPUS

ACTIVE SHOOTER



- Call 911 and locate a room that can be locked. Lock all windows and doors and turn off the lights.
 - Remember that the shooter may attempt to lure you out or try to convince you to open the door, do not listen to unfamiliar voices.
 - Remain in place until police arrive and confirm it is safe to leave.
 - If there is no where to escape or hide, it may be possible to negotiate or, as a last resort, overpower the shooter.
-

HOSTAGE SITUATIONS

- If you see a hostage situation: Remove yourself from danger, call 911, and report any information you saw
- If taken hostage: Comply with your captors, do not try to escape unless there is an extremely good chance of survival, memorize traits about your captors, and wait for rescue



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. 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.
-



WHEN IN DOUBT.... CALL 911



HUMAN RESOURCES FREQUENTLY ASKED QUESTIONS



LOGGING HOURS

There are three ways to log hours:

MOST COMMON: Use a card swipe time clock. There are 3 located near the Information Desk, Loading Dock, and M&T Bank

UPDATING PAYROLL FORMS

Recently moved? Need to update tax withholdings? Need to change account on your direct deposit?

Check out our STAMP student employment site:
https://stamp.umd.edu/about_us/employment/student_employees

Once updated, please bring them to 3100 suite in STAMP.



PAY PERIODS

The pay period schedule for hourly employees can be found online and specific searches can be done at <https://stampunion.umd.edu/getpaid/>

CONTACTING STAMP HR

STAMP Human Resources is always here to help, please contact us at StampHR@umd.edu

