



Student Staff Training Manual for University Commons

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University Commons – Student Staff Training Manual

Introduction

The Office of Student Engagement (OSE) hires, trains, and develops student employees to assist in the operational responsibilities of the University Commons. Student staff is provided the tools necessary to excel in a fast-past, dynamic environment. Students are facilitators and doers and will assist in ensuring a positive user experience for the Arcadia Community.

This manual is to be used as a reference by hired employees of the Arcadia University Commons. All information provided will guide you through the responsibilities of staff once hired, as well as general expectations of all student employees. Please hold onto this information and refer to it if you have any questions while employed in the University Commons.

Staff Training

Students will be orientated and trained on-site by OSE professional staff and will be required to know, understand and execute various area policies. Upon completion of training, student staff will learn by doing and build transferable skills to assist them in their academic and professional careers. Training will occur throughout the first week of classes each semester. There will be sessions advertised throughout the week for staff members to attend. Returning student staff may work throughout this training week in order to cover shift duties; however failure to attend one (1) training session throughout the training period will result in suspension from job responsibilities until a meeting with your supervisor is conducted and training is completed.

Job Summary

The Commons serves as the center for programs and student life within the Arcadia community. Commons staff is responsible for assisting visitors to the building on such things as events, meetings, and other general campus information; and is responsible for monitoring the Commons during all scheduled building hours.

In addition to having knowledge of the Commons, the Commons staff must be familiar with facility and area policies and procedures, programs and services, daily event information, general university information, and game room operations.

Commons Desk Schedule

Monday - Friday: 8:00 a.m. – 12:00 a.m. Weekends: 10:00 a.m. – 12:00 a.m.

Game Room Schedule

Monday - Friday: 10:00 a.m. – 11:00 p.m. Saturday - Sunday: 10:00 a.m. – 11:00 p.m.

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University Commons Student Work Study Positions/Job Descriptions

Office of Student Engagement
Arcadia University

Commons Attendant:

Commons Attendants run the daily operations of the University Commons. Commons Attendants are the face of Student Engagement. They are to provide excellent service to our patrons and a friendly greeting to all who enter, as well as information regarding campus events. The Commons Attendant is responsible for providing customer service, assisting in building security, providing facility and program information to patrons, and telephone communications. Commons Attendants also perform hourly rounds of the building, clean and organize the commons, distribute tabling forms to interested groups and organizations, and inspect for safety, security, maintenance issues, and general building cleanliness.

Game Room Attendant:

Game Room Attendants run the daily operations of the University Commons Game Room, caring for our facility and equipment while providing excellent service to our patrons. The Game Room Attendant provides the equipment needed for billiards, table tennis, video games, board games, music, and television. The Game Room Attendant also performs daily inventory of the game room equipment and games, inspecting for safety, security, maintenance issues, and general cleanliness.

Late Knight Event Attendant:

Event Attendants assist with smooth and efficient running of late night and other programming activities. Event Attendants actively greet and assist speakers/performers, student organizations, and members of the public at all functions. The Event Attendant is also responsible for taking event headcounts, as well as overseeing event preparations and clean-up.

General Staff Policies

Commons staff have various professional responsibilities that must be followed. Below is a list of policies that are required as an employee:

Attendance

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- Staff is required to sign in at the beginning of every shift
- Staff is responsible for attending all scheduled shifts, training sessions, and meetings **on time**.
- Staff is required to have coverage for the entire shift they are scheduled to work.
- Staff is required to stay for the entire shift. – Leaving “X” minutes early for class is not permitted.
- If you are going to be late, email the staff on duty. (refer to schedule/directory) Be sure to include your supervisor on the email as well notifying them that you will be late to your shift.

Switching Shifts

- Commons staff are responsible for all of their scheduled shifts.
- If you are going to miss a shift, it is up to you to make sure the shift is covered.
- Send an email to ensp-gaca@arcadia.edu contact the graduate assistant and locate a replacement. (Even on days you are calling out sick or have an emergency)
- Once a staff member has found coverage please send a confirmation of shift coverage to your supervisor and CC the staff member covering your shift.
- The shift is your responsibility- If the shift goes uncovered, it will be reflected as a ‘No Show’ for the originally scheduled staff.

Professional Conduct

- Staff’s behavior and language should always reflect a positive image of Arcadia University.
- Be conscious of your body language as well as verbal language (i.e. please do not prop your feet on the desk or tell graphic jokes or stories that do not belong in the workplace).
- Stay positive and maintain your enthusiasm!

Time Sheets / Paychecks

Record your shift on the Arcadia Student Accounts work study webpage. All hours need to be submitted at the end of each work week. (**Tip: submit your hours directly at the end of your shift so you do not forget**) Keep in mind your Personal Employee Time Sheet will be checked by OSE. OSE signs off on all time sheets at the end of each pay period.

It is your responsibility you enter your hours into your timesheet. Best practice is to submit your hours at the end of each shift so you do not forget. If you forget to enter your hours you are subject not to be paid for those missing hours.

Your supervisor is able to adjust staff hours if a staff member is late to their shift, has to leave early for any reason, “No show” to a shift.

Dress Code

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Commons staff must look presentable and professional while on shift. See below for the dress code guidelines that must be followed when at work:

- **MUST** wear issued staff shirt that is not altered (cut off sleeves, etc)
- No ripped clothing
- Showing to up to your shift without your staff shirt on you will be sent home to retrieve it (you will not be paid for the time you are away from the desk to retrieve your t-shirt)

Personal Belongings

Staff needs to store all personal belongings under their area desks before their shift begins. Your personal items, bags, and electronics should not clutter the space on the Front Desk or in the Game Room.

Late Policy and Missed Shifts

Commons staff members are required to arrive on time for their assigned shifts.

Lateness/Tardiness Defined

- A student is considered **late** for a shift after 10 minutes.

Excused Shift Defined

- A student may request to be excused from a shift **in writing (*email is acceptable*)** at least **2 business days** prior to the shift he/she will miss. Call-outs for a weekend shift must be requested before Thursday. **Excused shifts will be indicated on the staff schedule.**
- **A shift is not excused until you receive confirmation (in writing or email) from your direct supervisor that you are excused from that shift.**

Absence

- You must locate a replacement and notify your supervisor of that replacement.
- “No showing” for a shift will result in a meeting with your supervisor, before returning to work for your next shift. Three no shows results in a meeting with the Director of Student Engagement and possible termination of employment.

Commons Staff Conduct

Inappropriate Behavior

Please be advised that infractions are NOT limited to this list:

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Examples
Headphones in ear(s)
Being disrespectful of fellow staff members or patrons.
Conversing with friends longer than 5 minutes.
Friend(s) sitting at desk
Friend(s) behind desk
Use University computers or office equipment for personal activities.
Not cleaning up immediately after eating or excessive study material spread out.
Playing games on consoles/computer/phone/etc while on duty
Excessive cell phone use (more than 5 minutes)

Unacceptable Behavior

Please be advised that infractions are NOT limited to this list:

Examples
Arriving to work under the influences of intoxicants (alcohol/controlled/illegal drugs)
The theft of money, equipment, lost & found, etc, from Arcadia Commons.
Physical or verbal threats of violence will be cause of immediate dismissal and the incident will be brought to the attention of the proper authority.
Harassment of any kind. (Sexual, physical, verbal, etc).
Physical displays of affection while on duty.
Losing keys or noticing broken equipment and not immediately reporting it to the Student Staff Supervisor.

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Use of profanity.
Damage to Arcadia property.
Sleeping while on duty,

Distraction Policy

When on duty in the Commons, the staff is expected to complete the responsibilities of their position. Completing these tasks will help the building run more efficiently and provide patrons with an enjoyable experience. Student staff should try to minimize distractions while on shift. Review the list below of the most common forms of distractions.

Homework, studying & reading: It is an expectation that you remain aware of what is occurring around you and that you are attentive should someone need assistance. At no time should schoolwork (papers, books, calculators) clutter the desk.

Laptops/Internet Tablets (iPads and the like): If the facility is extremely slow, you may use your laptop for academic or work purposes ONLY. However, it is an expectation that you remain aware of what is occurring around you and that you are immediately attentive should someone need assistance.

Cell phones: Cell phones must be silenced or set on vibrate while on duty. If you receive a personal phone call while at work, keep the call to a minimum (2 minutes or less and only when there is not a patron waiting to be helped).

Personal Music players/headphones/airpods (iPods and the like): The use of personal music players and headphones are prohibited while on duty. At no time should headphones be on/in your ears.

Friends: Friends cannot at any time sit or hang out with you during your shift. Your position provides a lot of contact with people and there will be times you see friends come into your area that you will want to talk to. Please be courteous and friendly, but if your friends stop to talk, let them know they cannot stay longer than 3 minutes. The area desk is a professional workspace and should be treated as such.

Food: Eating at the Commons and Game Room Desks is permitted, but staff must clean up immediately afterward and discard any trash. Friends **cannot** sit and eat at the desk with you.

Commons Desk Responsibilities

Responsibilities

- Provide customer service to visitors to the campus, students, and faculty/staff
- Serve as a source of information and assistance for students, faculty, and staff.
- General familiarity with the University map, programs, and services as well as intimate knowledge of the Commons Facilities and current policies and procedures.
- Open and close the Arcadia University Commons and Game Room according to the work schedule.
- Review the daily event calendar at the beginning of each shift.
- Perform hourly rounds of the building, taking headcounts, inspecting for safety, security, and building cleanliness. Provide support to facilities staff by checking for cleaning issues on a daily basis.
- Check the facility for any maintenance issues that can be submitted as work orders and notify the Graduate Assistant
- Move building furniture as needed to the intended spaces.

- Check posting areas for unauthorized or outdated posters and flyers and remove them as necessary.
- Ability to work in a team environment.
- Call for emergency assistance when necessary.
- Perform all other duties as assigned.

Commons Desk Duties

Work Areas

- All work areas should be organized and clean.
- You are responsible for leaving these areas free of trash, papers, etc.
- In general, if you make a mess or see a mess, you are obligated to make sure it is cleaned up.

Key Box

- All necessary building keys are located in the Commons key box

Lost and Found

- Lost items are to be turned into Public Safety (215)-572-2800

Game Room Responsibilities

Responsibilities

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- Open the game room promptly at 10:00 a.m. and ensure all game stations are ready for student use. Close the game room at 11:00 p.m., ensuring all students have exited the area.
- Provide customer service to visitors to the campus, students and faculty/staff
- Responsible for maintaining a clean area for visitors
- Maintain a log of equipment rentals and collect IDs. (All items rented must be entered into the log)
- Monitor game room activity, ensuring students follow rules and guidelines.
- Document broken/lost equipment.
- Perform all other duties as assigned.
- NO FOOD IN GAME ROOM (other than staff)

Game Room Duties

Work Area

- All work areas should be organized and clean.
- You are responsible for leaving these areas free of trash, papers, etc.
- In general, if you make a mess or see a mess, you are obligated to make sure it is cleaned up.

Equipment

In order to ensure the safe handling of Game Room equipment, the following procedure **MUST BE FOLLOWED**. Disregard for policies may result in disciplinary action (See Below).

- In order to use any Game Room equipment, a participant **must hand over** their KnightCard. By physically holding their KnightCard it will ensure you get their first and last name in the case of broken/stolen equipment.
- You should then record the participants' information in the Game Room Online Log.
- Guests cannot take out equipment. – Their AU friend must take out equipment for them.
- Only 1 piece/group of equipment may be checked out per Knight Card
 - o Example 1: 2 paddles & 1 ball for Table Tennis
 - o Example 2: 2 controllers & 1 game for video game system.
- Once all borrowed equipment is returned, you may return their student ID.
- However, if equipment is damaged beyond repair such as a broken stick, complete the Game Room Damaged Equipment Form on the Staff Resources Website. At this point inform the student that they will be responsible for a set amount for the particular piece of equipment damaged. Then provide them with their ID upon completion of the form.
- Distribution of all game room equipment ends 20 minutes prior to closing of the space.

Video Game Systems

- Video game systems must be in a locked cabinet when not in use. Use game room keys to unlock the requested system when a student rents game equipment.

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- Only students/faculty/staff with Knight Cards are permitted to rent controllers/games for the video game systems in the Game Room.
- Users can take **ONLY** 2 controllers and 1 game with their Knight Card.
- Each additional controller/game will require an additional Knight Card ID from the other user.
- All controllers/games must stay in the Game Room.
- Games **cannot** be rented out overnight or for use in any location other than the game room.

Inventory

- Inventory will be completed by the Attendant on duty during **every shift worked**.
- Let Student Engagement know if equipment becomes seriously low, due to equipment being stolen or broken beyond repair.

Opening the Game Room

- Retrieve key from commons front desk using code (refer to pg. 12) and unlock the game room door at 10 a.m.
- Turn on all TVs. (put on mute if needed, but TVs must be on)
- Access Commons Staff Website for Game Room Duties.

Closing Procedure

- Clean-up the Game Room.
- Complete all required online forms.
- Log-out of and turn off the computer.
- Return game room keys to Commons Desk key box.

Lost and Found

- Turn in all items found to Public Safety (215)-572-2800

Facility Incidents

Please be sure to call Public Safety at 215-572-2999 in the event of *AN EMERGENCY* such as vandalism, fights, theft, etc. Do not attempt to break up fights or involve yourself in any other criminal acts. We do not want anyone including Student Staff to be harmed if such an incident occurs. Let Public Safety do their job and take care of such matters.

8. Emergency Procedures:

1. Familiarize yourself with emergency exits, first aid kits, and fire extinguisher locations. In case of an emergency, follow established protocols and inform appropriate authorities.

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2. Dial Emergency Services:

If there is an immediate threat to life or property, dial emergency services (911) to report the situation. Provide them with accurate information about the location, nature of the emergency, and any injuries.

3. Notify Authorities:

Contact campus security or designated personnel responsible for handling emergencies at Arcadia University. This could be via phone or any available communication method.

4. Follow Official Alerts:

Keep an eye out for official alerts, announcements, or notifications from the university. These may come through text messages, emails, social media, or campus loudspeakers. Follow any instructions provided promptly.

5. Evacuate if Necessary:

If directed or if it is safe to do so, evacuate the building immediately. Use designated evacuation routes and assembly points. Do not use elevators during evacuation.

6. Shelter-in-Place:

If the emergency involves a situation where leaving the building is unsafe (e.g., severe weather, hazardous materials spill), follow instructions to shelter-in-place. Move to an interior room with no windows, if possible, and seal off doors and windows with available materials.

7. First Aid and Medical Assistance:

If there are injuries, provide immediate first aid if you are trained to do so. Otherwise, wait for medical professionals to arrive. If medical assistance is needed, clearly communicate the nature of the injuries to the emergency services.

8. Communicate and Assist Others:

If you are safe and able to do so, check on others around you and offer assistance if needed, especially those with mobility challenges or special needs.

9. Avoid Spreading Rumors:

During an emergency, information can be quickly miscommunicated. Stick to official sources of information to avoid spreading rumors or false information.

10. Re-entry and Post-Emergency Procedures:

Only return to Arcadia University Commons after receiving an official all-clear from authorities. Follow any post-emergency procedures provided by the university, such as debriefing sessions or counseling services.

Incident Reporting

- Any incident of severe nature should be immediately reported to your direct supervisor, Assistant Director of Engagement and the Director of Engagement

Complaints

- Commons staff must use good judgment when handling an unsatisfied student, staff or

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community member. Always be polite and work to solve the problem, meeting the guests needs. Sometimes, however, we must take further steps, which include the following options:

- Explain the University or facility policy, which pertains to the problem. If possible, do what is necessary to accommodate the person within the facility and university policies.
- During the day, if necessary refer the person to Student Engagement staff or another professional in the office.
- During evenings and weekends, record complaints, name, and contact information and indicate that OSE staff will contact them the next business day.
- If a problem gets out of hand (judgment call), call Public Safety.
- Never distribute the home phone numbers of professional staff members.
- If you feel threatened, contact Public Safety, x2999.

Trespassing and/or Disruptive Visitors

- It is important to ensure the Commons remains a safe and comfortable environment for all occupants and visitors.
- You should not jeopardize your own safety if the visitor is highly disruptive and contact the Public Safety staff immediately.
- Escorting a trespassing visitor must be done by a member of Arcadia University Public Safety.

Vandalism

- All crimes should be reported immediately to University Public Safety.
- If there is immediate danger, call Public Safety
- It is important that evidence of forcible entry, cut or broken locks, etc. be preserved for investigative purposes. Lack of evidence may result in a chargeback to the department responsible for the damage to equipment or lost property.

Facility Furniture

Resetting the Building

- The lounges should be organized into a the designed layout.
 - After major university events (open houses, Scarlet and Grey days, Global Expo) that use the first floor of the commons, be sure to reorganize the furniture first thing the next day.
- If items wander throughout the building, bring that item home (i.e. if a chair appears on the second floor from the 1st floor- return it back to the 1st floor)

Furniture Layouts

- Furniture in “common areas” have a specific placement. While on rounds, please be sure to organize furniture if the space looks disorganized.

Warning and Dismissal Policy

If it is observed that you are not properly executing your Commons Staff duties, you will be contacted for a 1-on-1 conversation with a supervisor. Afterward, you will be expected to improve on or correct your behavior. If behavior is not improved, you may be dismissed at the end of the semester or immediately depending on the seriousness of the issues. If you do your job as expected, you should have no problems.