

WELCOME TO  
THE

BEST

PLACE TO

WORK



Wisconsin Union  
Experiences for a lifetime

STUDENT EMPLOYEE HANDBOOK

## WELCOME TO THE WISCONSIN UNION!

Thank you for joining our team! For more than 100 years, the Wisconsin Union has served UW-Madison and the greater Madison community as the heart and soul of this great university. Students come to the Union because it's a place they can call home. Providing them with world class customer service plays an important part in creating that special atmosphere. As a Wisconsin Union employee, you help ensure every customer experiences the Wisconsin Union at its very best.

Most people know how special the Terrace and Rathskeller are, but as an employee you have the opportunity to work with others to ensure the Union's continued popularity and relevance to campus. Whether you work in a dining unit, building services, a programming department, or an administrative office, your contributions play an essential role in the Union's success.

The Wisconsin Union is unique in that our success comes from a strong partnership between student employees, volunteers, and permanent staff. As you get to know the Union better, we hope you will see the advantage in having a wide range of different experiences, wisdom and perspectives found here.

In addition to providing employment opportunities, the Union offers other ways for employees to get involved. If you are interested in working with the governing body of the Union, you can join one of four Union Council subcommittees. If you want to help plan student programs, you can volunteer on a Directorate programming committee. Finally, if you are interested in strengthening communications between student employees, permanent staff, management, and volunteers, you can get involved in the Student Employee Advisory Group (SEAG).

As you begin your employment, we enthusiastically welcome you to the Union family. We hope you enjoy working here; this handbook will provide you with the information you'll need to be successful here. Remember we are all employees and customers of the Union. As a valuable employee, you make the difference in helping the Wisconsin Union achieve its mission of making lifetime connections on the campus, one person at a time!



Mark Guthier  
Wisconsin Union Director  
Associate Vice Chancellor for Student Affairs

# CONTENTS

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The Wisconsin Union.....	5
Preserving the Past, Building the Future .....	5
Union Council .....	7
Directorate (WUD) .....	7
Student Employee Advisory Group (SEAG) .....	8
Funding .....	8
Operating Principles.....	8
Area Breakdown .....	9
Respect in the Workplace .....	10
Creating Respect & Civility* .....	10
Diversity Advisory Committee.....	11
Harassment Statement.....	11
Customer Service.....	12
Outstanding Customer Service .....	12
Honor the GUEST Perspective .....	12
Loss Prevention.....	13
Secret Shopper Surveys .....	16
Tipping .....	16
Employment Conditions .....	16
Student Employment .....	16
Privacy Statement .....	17
Accommodations .....	17
Employment Eligibility Verification (I-9) .....	17
Background Checks.....	18
Child Labor Permits .....	18
Driver's Authorization .....	18
Key & Door Access .....	19
Payroll Information .....	19
Overtime & Holiday Pay.....	19
FICA Withholding (Social Security Deductions).....	20
Work Study Program .....	20
Earnings Statement .....	21
Direct Deposit & Pay Checks .....	21
HRS (Time Keeping System) .....	21
Staff Education & Training .....	22
Unit Training .....	23
Employee Guidelines, Policies & Procedures .....	23

Appearance, Dress & Hygiene .....	24
Computer & Software Usage.....	25
Disciplinary Actions .....	26
Dual Employment.....	27
Grievance Process .....	27
Leave of Absence .....	28
Locker Rooms & Lockers.....	28
Lost & Found.....	28
Performance Evaluations .....	29
Rate Changes.....	29
Rest Periods .....	30
Scheduling .....	30
Seniority.....	31
Shifts (Hours & Cancellations).....	31
Substitutes.....	31
Telephone & Fax Usage .....	32
Unit Meetings.....	32
Wage Plan (Adapted from WU Procedure AM6-3a) .....	32
Employee & Employer Expectations .....	35
Work Rule Violations .....	36
Health, Safety & Security Information .....	38
Food Employee Illness Reporting.....	38
Leftover Food & Beverages.....	39
Occupational Health & Safety Act .....	39
Personal Protective Equipment.....	39
Problem Patrons (Threats - Physical or Verbal).....	40
SAFE Nighttime Services .....	40
Sexual Harassment .....	41
Smoke-Free Workplace.....	41
Drug-Free Workplace.....	41
Violence in the Workplace.....	42
Workplace Injuries & Accidents.....	42
Employee Resources .....	43
Employee Assistance Office ( <a href="http://www.eao.wisc.edu">www.eao.wisc.edu</a> ).....	43
Office for Equity & Diversity ( <a href="http://www.oed.wisc.edu">www.oed.wisc.edu</a> ).....	43
Contact Information .....	44
Wisconsin Union .....	44
UW Madison.....	47
Miscellaneous .....	47

# THE WISCONSIN UNION

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**VISION:** (What we want to be)

To be the heart and soul of this great university.

**MISSION:** (Why we exist)

Making lifetime connections on the campus, one person at a time.

**VALUES:** (What we believe in)

**RESPECT:** We demonstrate respect for the ideas and experiences of each individual through a fun, open, and welcoming environment.

**RELATIONSHIPS:** We build meaningful relationships within our organization, university, and world communities through strong social, service, learning, and leadership networks.

**LEADERSHIP:** We create opportunities for individuals to develop and enhance leadership skills, build community, and contribute positively to society.

**LEARNING:** We provide hands-on, lifelong learning throughout all aspects of our organization and, as a learning organization, view out-of-classroom experience as an integral part of a great education.

**INCLUSIVITY:** We actively encourage the ability of all people to bring their entire selves to the Union- expressing who they are in an open, caring, and accepting environment.

**PERFORMANCE:** We promote outstanding internal and external customer service, efficient and ethical business systems, and strong financial performance.

## **PRESERVING THE PAST, BUILDING THE FUTURE**

The Wisconsin Union can trace its origin to UW President Charles R. Van Hise's 1904 inaugural address in which he urged the construction of a "commons" to provide for the communal life of instructors and students in work, play, and social relations. Three years later, in 1907, Iron Cross, the senior men's honorary society, organized The Wisconsin Men's Union. They leased space from the campus YMCA, until they were kicked out for alleged improper behavior and unsavory acts, such as playing billiards and smoking cigars. In 1912, the organization moved to the former president's house at the corner of Park and Langdon Streets.

After World War I, Walter Kohler, the president of the Board of Regents and later governor, decided the University had waited long enough for a Union. Because the state legislature refused funding for a non-academic building, he organized a nationwide campaign to raise money from students and alumni. One of every two students pledged \$50 or more during the campaign, for a grand total of almost one million dollars.

In 1927, as completion of the building neared, a university committee composed of students, faculty, and alumni developed a constitution for the newly named organization, The Wisconsin Union. Its purpose: To provide a common life and cultivated social program for its members: students, faculty, alumni and patrons. Its motto: Societate Crescit Lumen, "light is increased through human relationships." The committee proposed a governing board, known as Union Council, which would have a student majority and a student chairperson, a unique concept still to this day.

Memorial Union opened on October 5, 1928 and was erected and dedicated to the men and women of the University of Wisconsin who fought in our country's wars. In the beginning certain areas, such as Der Rathskeller, were restricted to men. This changed in 1942, during World War II, when there were 3.6 women for every man on campus. For the first time, women were allowed access to Der Rathskeller. The first woman student president was elected to serve in the 1943-44 academic year.

In 1935, the Board of Regents designated the Wisconsin Union as the UW-Madison's Division of Social Education, officially recognizing the Wisconsin Union as part of the educational program of the university.

In 1951, the Memorial Union Building Committee was reorganized as the Memorial Union Building Association (MUBA), an educational and charitable non-profit corporation dedicated to promoting the interests, welfare and development of the Wisconsin Union.

In the 1960's, with the campus expanding, plans were drawn up for a second union to serve the southwest part of the campus and opened in the spring of 1971.

In the spring of 2006 UW-Madison students voted on the Student Union Initiative to renovate Memorial Union and build a new and improved Union South paid through student segregated fees, private donations and program revenue from Union operations.

On April 15, 2011, Union South opened as one of the greenest Unions in the country. Union South provides the campus community with multiple dining options, a climbing wall, a movie theater, and the largest conference center in Madison, Varsity Hall.

Memorial Union was renovated to improve accessibility and enhance amenities. The renovation team worked with the State Historical Society to ensure the historical integrity of the building was preserved.

## **UNION COUNCIL**

Union Council is the governing board for the Wisconsin Union, responsible to the Board of Regents through the Chancellor of UW-Madison. Union Council meets monthly and is composed of 15 voting members: nine students and six non-student members representing faculty, alumni, and Union Staff. Union Council determines the scope of Union programs, services, and operations through the establishment of program goals, free program allocations, building policies, and operational recommendations.

The Wisconsin Union is subject to all state and university rules and regulations. All Wisconsin Union funds are used in accordance to state laws and statutes. Employees of the Wisconsin Union are employees of the University and subject to all University personnel procedures. The Wisconsin Union budget, approved by Union Council, is submitted to the UW-Madison campus, the Board of Regents, and the State of Wisconsin Legislature for approval.

Union Council has five standing committees that monitor different aspects of the organization, make in-depth studies, report findings, and make recommendations to Union Council. The standing committees are:

- Administration
- Dining Services
- External Relations
- Facilities
- Program & Leadership

If you are interested in joining a committee, contact the respective Assistant Director.

## **DIRECTORATE (WUD)**

Directorate is the programming board of the Wisconsin Union responsible for social, cultural and recreational programs sponsored by the Union. Directorate coordinates the work of committees and clubs, discusses problems, reviews program budgets, and recommends building policies to Union Council. Directorate is made up of four officers, a president, three vice presidents (leadership development, program administration, and public relations), and 10 committee directors.

- Alternative Breaks
- Art
- Cuisine
- Distinguished Lecture Series
- Film
- Global Connections
- Hoofers
- Music
- Performing Arts
- Publications
- Society and Politics

## **STUDENT EMPLOYEE ADVISORY GROUP (SEAG)**

Email: SEAG@union.wisc.edu

The goal of SEAG is to open, foster, and maintain communication and positive relations between student employees, permanent staff, management, and student volunteers.

SEAG:

- is composed of student employees from all areas of the Union.
- has representation proportional to employment levels.
- meets often to discuss student employee issues and concerns.
- sponsors the Student Employee of the Month.
- sponsors various student receptions, forums and recognitions annually.

## **FUNDING**

The Wisconsin Union receives no tax money. A majority of our funding comes from food and retail sales and money generated through paid programs. Slightly less than a quarter is allocated from student segregated fees. As the Wisconsin Union is a membership organization, segregated fees automatically make students members of the Union. The small remainder is gathered from various sources.

From a financial perspective, the Union is a unique social, recreation, and dining entity. When we have an operating surplus, it is turned back to its members in the form of more services, programs, and facilities. Every employee influences the Union's ability to increase revenue. Budget information for your work unit is usually available monthly, while budgetary overviews of the entire Union are available at regularly scheduled employee gatherings.

\* The Union Building Project Expenses and Revenues were approved through the 2006 Student Union Initiative.

## **OPERATING PRINCIPLES**

The Union has four Operating Principles that guide how we make decisions and plan daily operations at the Wisconsin Union.

- **MAKE EVERY DAY AN EVENT**  
We operate from the perspective of our guests, whether it is a simple one-to-one interaction or a huge conference, and focus on what we can do versus what we cannot.
- **HONOR THE GUEST'S PERSPECTIVE**  
We understand patrons view us as the "Union" so we consistently offer exceptional customer experiences that are personal and respectful.



- **BE GREEN**

Union South is a leader for green operations on campus, and decisions about sustainability are apparent in the daily operations of the entire Union.

- **BUILD COMMUNITY**

Our internal community at the Wisconsin Union is a role model of organizational success, dedicated to developing people, positively meeting challenges, and working toward the organization's common good.

## **AREA BREAKDOWN**

The Wisconsin Union is a large organization that is comprised of five distinct areas: Administration, Dining Services, External Relations, Facilities, Program & Leadership. Each area is supervised by an assistant or deputy director, who reports to the Director. Here is an overview of each area:

### **ADMINISTRATION**

- Supplies administrative and support services including human resources and training, fiscal services, computer and debit card systems.
- Directs business framework to comply with UW System, state, and federal rules and regulations.

### **DINING SERVICES**

- Provides dining opportunities that meet the needs of the campus community.
- Prepares high quality food items that reflect the diverse tastes and trends of campus.
- Offers services in a respectful, efficient, and courteous manner to ensure repeat visits.

### **EXTERNAL RELATIONS**

- Works to expand and enhance membership and membership value.
- Connects the Wisconsin Union to campus and local and national communities through marketing and public relations.
- Raises funds to improve the Wisconsin Union experience for all.

### **FACILITIES**

- Generates a hospitable atmosphere for members, guests, and customers.
- Productively and harmoniously integrates places, processes, and people.
- Provides excellent care and creative use of physical spaces.
- Coordinates events in Union buildings and other facilities on campus.

## PROGRAM & LEADERSHIP

- Builds community by providing educational, cultural, social, and recreational programs.
- Provides students with leadership and involvement opportunities.

# RESPECT IN THE WORKPLACE

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## OVERVIEW

Two core values of the Wisconsin Union are Respect and Relationships. Our guests, members, customers, and fellow employees deserve to be treated in a mature, courteous, and civil manner. Most people have heard of the Golden Rule. The Wisconsin Union takes that further and uses the Platinum Rule: Treat others the way they want to be treated!

## CREATING RESPECT & CIVILITY

### TURN UNCOMFORTABLE SITUATIONS INTO LEARNING OPPORTUNITIES

- Respond quickly, calmly, and rationally.
- Ask questions to discover the source of inappropriate comments.
- Help coworkers understand why something is offensive.

### DIFFERENT BELIEFS DO NOT JUSTIFY DISRESPECTFUL BEHAVIOR TOWARDS ANYONE.

- Question whether certain opinions are appropriate in a workplace setting.
- Let co-workers know that some behavior is inappropriate.
- Never be afraid to apologize.

### JUST BECAUSE EXPRESSIONS OR WORDS ARE COMMONLY USED, DOES NOT MEAN THEY ARE ACCEPTABLE.

- Be aware that cultural or ethnic stereotypes are offensive.
- Always use respectful language, no matter who's around.
- Don't cross boundaries in emotional charged situations.

### DON'T DISPLAY OFFENSIVE MATERIALS IN YOUR WORK SPACE OR HAVE IT ON YOUR COMPUTER.

- Be sensitive to ethnic backgrounds that are different from your own.
- Take responsibility for hurtful behavior.
- Show understanding for others' feelings and make efforts to repair relationships.

## JUDGING PEOPLE'S ABILITIES BY THEIR APPEARANCE CAN LEAD TO DISCRIMINATION

- Speak up against appearance-based discrimination.
- Listen to and be understanding of the concerns of others.
- Take responsibility for your actions.

## CULTURAL OR ETHNIC STEREOTYPES ARE OFFENSIVE.

- Make customers or co-workers aware of stereotypes, and why they are offensive.
- Explore similarities instead of focusing on differences.
- Consider people as individuals.

## SPEAK UP AGAINST DISRESPECT.

- Intervene before a problem escalates.
- Defuse tensions by listening and understanding.
- Relate disrespectful behavior to personal experiences.

## DIVERSITY ADVISORY COMMITTEE

The Wisconsin Union has a commitment to diversity and inclusion. Please forward us your concerns, suggestions, and comments regarding diversity at the Union. These could involve hiring, events, programs, services, or other issues that can be kept anonymous. Please leave a note with Human Resources or email [hr@union.wisc.edu](mailto:hr@union.wisc.edu).

## HARASSMENT STATEMENT

The Wisconsin Union is proud of the diversity among our employees and committed to a harassment-free work environment regardless of differences. In accordance with all applicable federal and state statutes and regulations, the Union does not discriminate regardless of:

- Ability/handicap
- Age
- Ancestry
- Arrest/conviction record
- Color
- Creed
- Marital status
- National origin
- Political affiliation
- Race
- Religion
- Sex
- Sexual orientation
- Veteran Status

Harassment consists of unwelcome conduct, whether verbal, physical, or visual that is based on a person's protected status. Harassment of students and employees at the Wisconsin Union is unacceptable and is not tolerated. This includes interfering with an individual's work

performance or educational experience or creating an intimidating, hostile, or offensive work or educational environment. Please report any harassment cases to Human Resources. Behaviors that are considered forms of harassment include but are not limited to the following:

- Kidding or teasing directed at a person based on his/her protected status
- Making comments or name calling related to race, ethnicity, religion, sex, or sexual orientation
- Telling derogatory jokes or playing practical jokes
- Imitating other ethnic groups' accents or behaviors
- Displaying of nude imagery

## CUSTOMER SERVICE

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### OUTSTANDING CUSTOMER SERVICE

Everyone at the Union contributes to the customer's overall experience. It is our job as Wisconsin Union Employees to ensure our guest's experience is a positive one. We do this in three ways:

#### OUTSTANDING PRODUCT/SERVICE

- High quality food like Babcock Hall ice cream
- Set up for meetings and conferences

#### OUTSTANDING GUEST INTERACTION

- Working with both internal (Union Employees) and external (outside guests) customers in a friendly, respectful, and sincere manner

#### OUTSTANDING KNOWLEDGE

- How to handle products properly
- Where to find a room and give good directions
- How to find an answer even when you do not have one

### HONOR THE GUEST PERSPECTIVE

Honor the GUEST perspective is one of our four operating principles, and also provides the acronym that we use as a standard for all guest interaction.

## GREET

- Everyone must receive at least one greeting
- Smile and make eye contact
- Shows the customer that they are our number one priority

## UNDERSTAND NEEDS

- Use verbal and visual clues
- Ask clarifying questions
- Not all guests are the same, every person needs something different

## ENGAGE AND SUGGEST

- Flows from our understanding of the guest's needs
- Tell what is happening in your unit or at the Union
- Allows us to make a personal connection

## SERVE WITH URGENCY

- Accurately and efficiently serve our guests
- We never do this at the expense of quality
- Shows the guest that we respect and appreciate their time

## THANK

- It is easy. Just say it!
- "Have a nice day" is never a substitute
- Shows that we appreciate the guest's choice

## LOSS PREVENTION

The Wisconsin Union strives to maintain a loss-free workplace. A strong loss prevention strategy helps keep operational costs down and services affordable. It is the responsibility of every employee to work towards this goal.

### INTERNAL THEFT – EMPLOYEE THEFT

#### Money Theft:

- Taking money from a cash register.
- Allowing someone to remove cash, then reporting missing cash as theft.
- Not ringing up a sale and then pocketing cash.

#### Merchandise, Food or UW/Union Property Theft:

- Taking food or drink from a banquet set-up.
- Consuming merchandise on premises without payment.
- Taking home work or office supplies or UW or Union property.

#### Time Theft:

- Punching in and not beginning work promptly.
- Stopping work but punching out late.
- Providing free/discounted merchandise or food to acquaintances.
- Giving away free food or merchandise.
- Knowingly accepting checks from someone on the bad check list.

Theft of other employees' personal property.

#### EXTERNAL THEFT - SHOPLIFTING

- Taking unpaid merchandise, concealing merchandise, price altering and credit or check fraud at the Wisconsin Union are all forms of external theft.

#### SUSPICIOUS PATRON BEHAVIOR

- Always base response to shoplifting on behavior, never on appearance:
  - o Sifting through merchandise, but not looking.
  - o Carrying large empty backpacks or bags.
  - o Hanging out in hard to see areas.
  - o Distracting employees while someone else tries to steal.
  - o Watching employees closely.
  - o "Goose necking:" looking around to see if they're being watched.

#### OBSERVING SHOPLIFTING

- Observing retail theft (observations MUST stand up in court)
  - o Enter establishment without merchandise.
  - o Take merchandise off shelf or rack and/or conceal merchandise.
  - o Exit area with unpaid merchandise.

#### WHAT TO DO WHEN YOU OBSERVE THEFT:

- Call UW Police (911) and report location of the activity.
- Do not approach or apprehend the suspect(s).
- Obtain as much information as possible and stay on the phone

- Write down information (physical details of suspects: sex, age, name, markings, weight, height, etc; type of clothing worn; direction traveled; people involved; vehicle description and license plate number).
- Notify Building Managers 265-3000 (MU) or 890-3000 (US) of activity and inform them UW Police have been called.

## THE CUSTOMER SERVICE APPROACH

Here are a few safe and easy ways to reduce shoplifting:

- Greet customers (creates a welcoming atmosphere and the attention deters theft).
- Keep area clean and well stocked.
- Verify identity when handling checks and credit cards (confirm signatures).
- Ways to approach the customer
  - o “May I help you?” or “Have you been helped?”
  - o “I’ve noticed you standing there for awhile, can I help with something?”
  - o “I see you have a \_\_\_\_\_, I’d be happy to ring that up for you.”
  - o “Sorry (Sir/Ms) you’ll have to exit through the cash register area.”

## ROBBERY

- DO NOT be a hero! Stay calm and cooperate with the robber.
- When safe, call UW Police, 911, and report location of robbery.
- Close down the area of the robbery. Do not let anyone touch anything.
- Take a moment to write down as much information as possible:
  - o Physical details of suspect(s): sex, age, markings, weight, height, etc
  - o Type of clothing worn
  - o Did the robber touch anything; direction traveled
  - o Vehicle description and license plate number
- Contact your supervisor.
- Get names and phone numbers of witnesses.
- Notify Building Managers 265-3000 (MU-Essentials) or 890-3000 (US-CVR) of activity and inform them UW Police have been called.
- Talk to your supervisor and UW Police, give them your information, and inform them of anything else that you think may be relevant.
- **Prevention:** Always leave your cash drawer open when your unit is closed.

Note: The Wisconsin Union is a state agency; therefore, thefts are prosecuted as a Class A Misdemeanor with a fine of up to \$10,000 and up to one year in jail, or a Class H Felony with a fine of up to \$10,000 and up to six years in prison. In addition, students can be expelled from the University for theft. Remember: All future employment is adversely affected by such actions.

## **SECRET SHOPPER SURVEYS**

The Wisconsin Union utilizes SeeLevelHX to perform internal audits of customer service, cash handling, and inventory control procedures based on the Union's customer service expectations and cash handling guidelines to properly evaluate employee performance. Supervisors receive a report of a specific transaction and will review it with the employee whose service was evaluated. The purpose of the shopping service is to measure success at achieving general performance standards; however, disciplinary action may result from poor employee performance, where excellent performance may lead to promotion.

## **TIPPING**

As the Division of Social Education, we are officially part of the University of Wisconsin Madison, UW Board of Regents, and the Wisconsin State Government. Union employees are not allowed to accept tips. Employees who accept a tip are subject to disciplinary actions, up to and including termination. If offered a tip, employees will politely decline and explain: "As a University agency we do not accept tips. However, if you would like to acknowledge the work of Union employees, you may make a donation to the Student Employee Recognition Fund."

Circumstances where there is no opportunity to decline a tip will be considered a donation to the Student Employee Recognition Fund, a student advised fund with the expressed purpose of recognizing the collective efforts of all student employees.

# **EMPLOYMENT CONDITIONS**

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## **STUDENT EMPLOYMENT**

It is the practice of the Wisconsin Union to give priority to UW-Madison students for part-time jobs. As needed, students at other institutions are permitted to be employed as student employees provided they meet one of the following:

- Anyone enrolled and registered for credit at any UW System school excluding UW Extension.
- Anyone enrolled and registered at an accredited institution granting an associate degree or higher (i.e. UW Colleges, technical schools, or other public or private universities).
- In limited circumstances, high school students may be hired provided they meet age and work eligibility guidelines.



Non UW-Madison students will have to present a valid school ID and proof that they are enrolled in classes. If a student withdraws from school, they are no longer eligible for student employment as of the date of withdrawal; their student position will end. Special allowances may be made for graduating students who may work as an LTE until the start of the next semester with supervisor and area's assistant director's approval. Students must notify their supervisor and Human Resources when they are no longer a student as this necessitates a change to limited term employment (LTE) status.

## **PRIVACY STATEMENT**

Human Resources keeps work-related information on all employees. As a state agency, information related to an employee's rate of pay, title, start and end date is public information. In most circumstances, no other personal information is released by Human Resources without written consent of the employee. Information kept in an employee's personnel file is relevant to an employee's hire, status, wage, performance, termination, etc. Background checks, exit interviews, accident reports, and other non-employment related information are kept in separate confidential files. You have the right to review your personnel file; however, you need to make an appointment with Human Resources staff to view your personnel file. Requests are typically met within 24 hours.

## **ACCOMMODATIONS**

It is the policy of the UW-Madison to provide accommodations for qualified individuals with disabilities who are employees or applicants for employment. The Wisconsin Union will adhere to all applicable federal and state laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal employment opportunity to qualified individuals with disabilities. Employing units/departments will provide reasonable accommodations in a timely and cost-effective manner and employment will not be denied.

## **EMPLOYMENT ELIGIBILITY VERIFICATION (I-9)**

The Immigration Reform and Control Act of 1986 requires all employers to verify the identity and employment eligibility for each new employee. Every employee must fill out an electronic I-9 form, as required under federal law, on or before your first day of employment. In addition, the law requires you to provide documents that verify your identity and employment eligibility on or before your first day of employment.

The most common forms of identity are an original, unexpired Passport or original, unexpired driver's license/student ID and a social security card/birth certificate. A list of additional acceptable documents is provided by Human Resources. If you fail to return with your documents before your first day of work it will result in an immediate dismissal of employment with the Wisconsin Union. All shifts will be cancelled and any further work performed for the Union is not authorized. International student employees will usually need to bring additional

documents for the I-9 process. It is helpful to bring your passport, visa, I-94 Record Card and an I-20 or DS-2019.

## **BACKGROUND CHECKS**

The Wisconsin Union has identified several positions for which a criminal records investigation is required. Positions that require a background check:

- Computer database users that have financial impact, access Human Resources records, process payroll payments, or have global access to files.
- Positions authorized to issue refunds for \$15 or greater.
- Key (master/sub-master) and/or door access that may have access to equipment, vehicles, storage areas, central warehouses, guest rooms, or offices.
- Supervisory jobs, those hired as or promoted to a Basic, Intermediate or Advanced Supervisor.
- Hooper Youth Program Instructors.
- Building Managers
- Those with functions for which, upon consultation between Human Resources and the hiring authority, a criminal background check is determined to be required.

A candidate being considered for one of these positions is required to complete an Authorization to Release Criminal Information for Employment Purposes Form. The Union prohibits discrimination based on arrest or conviction record in compliance with provisions of the Wisconsin Fair Employment Act; each situation is evaluated individually. However, failure to accurately complete the required form is grounds for immediate termination or removal from the hiring process.

## **CHILD LABOR PERMITS**

All employees under the age of 18 are required under state law to obtain a Child Labor Permit before starting a job at the Wisconsin Union. Employees will need to bring it to Human Resources when an employee fills out employment paperwork. The Union will reimburse you the cost of the labor permit when it is turned in to Human Resources. Child Labor Permits may be obtained from any high school or Job Service Center in Wisconsin.

## **DRIVER'S AUTHORIZATION**

The Wisconsin Union has positions that require a motor vehicle records check. This is for an employee to be covered by the State's Liability Protection while driving a state vehicle. Jobs that require driving as a condition of employment are posted with the requirement. Applicants being considered for a position are required to complete a Driver Authorization Form, available in the Training Resource Center. UW-Madison's Risk Management Office conducts the motor

vehicle records check to see if you are an eligible driver. US, US Territories, or Canadian licenses are only accepted for driver's authorization. Out-of-state licenses or a Wisconsin license held for less than three years requires a driver to complete a Notarized Statement of their driving record and have the form notarized. The process is initiated by the employee's supervisor and may take up to 10 working days to process. If not approved, the supervisor will receive an e-mail with the reason for being rejected. If Risk Management determines that an employee cannot be approved to drive a state vehicle and driving is a condition of employment, termination or not being hired may result.

## **KEY & DOOR ACCESS**

Employees requiring keys for their jobs are responsible for the safety and return of the keys, as they are University property. Any lost or stolen keys need to be reported immediately to supervisor. Upon resignation or termination, keys must be returned to their supervisor or Human Resources.

**OBTAINING KEYS:** Units are accessed by card swipe or key. When a new employee is hired, the supervisor initiates the process of requesting what keyring(s) the employee will remove from the KeyWatcher box. Once this information is entered into the database, the supervisor is notified and then shows the employee how to remove/return the assigned keyring(s). Keyrings are NOT to be removed from the building and must be returned to the KeyWatcher box at the end of each shift.

**OBTAINING KEYS FOR SATELLITE DELIS AND MARKETS:** Employees working at delis and markets, within non-Union campus buildings will be notified by their supervisor of where and when to pick up keys.

## **PAYROLL INFORMATION**

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### **OVERTIME & HOLIDAY PAY**

#### **OVERTIME PAY**

Overtime is based on the Fair Labor and Standards Act (FLSA) of employees working 40 hours per week. The Wisconsin Union tries to save costs by limiting the amount of overtime paid. Student employees must have their supervisor's approval before the employee can work over 40 hours.

- After approval, you're paid at one and half times your average rate of pay.
- If employed elsewhere on campus, you are still limited to 40 hours per week and need your supervisor's permission for any overtime

## HOLIDAY PAY

The Wisconsin Union pays student hourly employees holiday pay for state sanctioned holidays. (Hoover employees are currently not paid holiday pay.) If you work at another department on campus this may not be the case.

- Student employees are paid time and half on holidays.
- State holidays are: Labor Day, Thanksgiving Day, Christmas Eve and Day, New Year's Eve and Day, Martin Luther King Day, Memorial Day and July Fourth. (The Union is typically closed between Christmas Eve and New Year's Day.)

## FICA WITHHOLDING (SOCIAL SECURITY DEDUCTIONS)

UW System students who are registered and take a minimum of a half-time course load are exempt from FICA withholding, also known as Social Security and Medicare Taxes. (Half-time status is defined as taking six credits for undergraduates; four credits for non-dissertator graduate students; and three credits for dissertators.) This exemption allows student employees to save 7.65% from being deducted from their paychecks. The one exception to this rule is if a student is in their last semester and only needs less than half time credit load for their degree. During summer, students who are not enrolled and attending classes are not exempt from the FICA withholding. Students who are enrolled and attending classes during the summer may be exempt from FICA withholding, based on the number of credits students are attending and length of the class attending. Non UW System students have FICA withheld from their paychecks.

## WORK STUDY PROGRAM

The Wisconsin Union is highly committed to the work-study program, a federally funded program in which the government and employer share the student's payroll costs. If a student receives work-study, it will automatically be applied to any student hourly position at the Union. Students earn their work-study funds and are paid through direct deposit like any other employee. If a student uses up their work-study funds, while employed at the Union, there is no need to worry about losing their job, it will continue. If a student works at more than one department on campus, they can choose to apply all or part of their work-study funds towards the Union; otherwise both departments will use the funds concurrently. If a student needs to limit the use of work-study funds to either department, they must contact the Work-Study Office.

## **EARNINGS STATEMENT**

Earnings statements are available on MyUW under the Work Record tab. Statements can be viewed two days before a paycheck will be issued. A history of earning statements is also available under the work record tab.

If you have any questions regarding hours worked, your paycheck, or any other payroll questions, please contact your supervisor first. If your supervisor cannot resolve the issue, contact Tim Delaney, Payroll, at [tdelaney@wisc.edu](mailto:tdelaney@wisc.edu) or (608) 262-5845.

## **DIRECT DEPOSIT & PAYCHECKS**

The University System requests that student employees have their paychecks directly deposited into a checking, savings, or money market of any bank or credit union. Direct deposits make for quick, efficient, and safe transactions. If you cannot do direct deposit you may get a paycheck that you have to pick up at 21 N Park Street, Suite 5101. You can pick up your paycheck between 7:45am - 4:30pm, Monday - Friday. You need to bring a photo ID with you.

## **HRS (TIME KEEPING SYSTEM)**

The Union uses the Human Resources System on the web to track hours worked by student employees. Your supervisor will show you which computer to use. To sign into HRS you need a NetID and Password.

NOTE: You will not be able to punch in or out for your work shifts until you have completed all your employment paperwork in Human Resources.

### **HOW TO PUNCH IN:**

1. Click on 'University of Wisconsin-Madison'
2. Log in with NetID and password
3. Click on the job that you are going to work for
4. Next to punch type, click 'In'
5. Click on 'Enter Punch'

### **HOW TO PUNCH OUT:**

1. Click on 'University of Wisconsin-Madison'
2. Log in with NetID and password
3. Click on the job that you are coming from
4. Next to punch type, click 'Out'
5. Click on 'Enter Punch'

If you have trouble punching in or out, talk to your supervisor. You are responsible to punch in or out of your work shifts, so you should keep track of your hours in case you ever forget. If you get locked out of HRS, contact Division of Information Technology (DoIT) to have your password reset, 264-4357.

### **GENERAL GUIDELINES:**

- NEVER punch in or out for another employee.
- Punch in dressed for work at the time specified on your schedule.
- Punch out immediately after you are done with your shift or when your supervisor tells you that you may leave.

The Union uses the Human Resources System on the web to track hours worked by student employees. Your supervisor will show you which computer to use. To sign into HRS you need a NetID and Password.

NOTE: Non-UW Student employees will be able to receive a UW Net ID and Password and have access to punching in and out. (Please see Human Resources if you do not have a Net ID)

NOTE: International Students will not have access to punching in and out until they apply and receive a Social Security Number. A request for SSN will be provided by Human Resources upon completion of paperwork after hire. The International Student must then take their SSN to Human Resources at Memorial Union, and also provide the SSN to the Registrar's Office at 333 East Campus Mall, Suite 10101.

After an employee is entered into the system, the MyUW page will upload a Work Record Tab and students will have access to the following information: Webclock, Timesheet, Paystubs, and electronic W-2.

## **STAFF EDUCATION & TRAINING**

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The Wisconsin Union offers training to help you succeed in your job and ensure safety for you, your co-workers, and our members and guests. All new employees must complete their required training as soon as possible.

### **CLASSROOM WORKSHOPS**

- Union 101: (For all Wisconsin Union staff).

## **ONLINE COMPUTER TRAINING USING LEARN@UW**

- Occupational Safety
- Food Safety
- Wisconsin Union Alcohol Server
- Bloodborne Pathogens
- Hospitality Training

## **OTHER REQUIRED TRAINING**

- Cashier Training:
  - PCI Compliance: UW Credit Card training (must be renewed on a yearly basis)
  - Unit Cashier Training
- Clery Act Training
- Mandatory Reporter Training

Human Resources or the Training Resource Center will create a personalized training plan for you when you are hired and provide you with directions for completing your new staff training.

- You are responsible for applying all information in training to your job
- You will be paid for training when you complete all of the required trainings.
- Additional training may be required by your supervisor
- Failure to complete training within 14 days of your start date may result in termination.

We are happy to offer these quality programs and are always looking for ways to improve. Please contact the Training Resource Center with your questions, ideas, or concerns, (608) 262-9450 or [wutrain@union.wisc.edu](mailto:wutrain@union.wisc.edu).

## **UNIT TRAINING**

Your supervisor will arrange your on-the-job training so you can learn your job and the performance standards for your position. Be sure to ask your supervisor, or the person training you, any questions you have. Although you are hired for a particular job, you may be trained in more than one position in your unit. You may request training for other positions in which you are interested. You are paid to attend any unit training, orientation sessions and unit meetings required by your supervisor.

# EMPLOYEE GUIDELINES, POLICIES & PROCEDURES

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This section covers a wide range of guidelines, policies, and procedures for all student employees at the Wisconsin Union. The consequences for failure to comply with any of these policies may range from reprimand to immediate discharge from employment at the Union. If you have any questions or concerns about this section please talk to your supervisor or Human Resources.

## APPEARANCE, DRESS & HYGIENE

It is important for employees to pay attention to appearance, dress, and hygiene to respect our members, guests, and customers.

### GENERAL APPEARANCE STANDARDS:

- Clothing or uniforms- clean, neat and in good repair (no frays or rips).
- No politically affiliated, branded, or logoed clothing at work
- Nametag
- Hair, sideburns and facial hair - clean and well kept
- Hands and face - clean
- Fingernails- clean and trimmed appropriately for your job duties

### EMPLOYEES MUST WASH THEIR HANDS AFTER:

- Using the restroom
- Blowing your nose
- Smoking while on break
- Touching your face or hair

### DIVISION/UNIT STANDARDS:

- Divisions/units may have independent standards regarding dress codes
- Uniforms will be issued and cleaned by the Union
- Divisions/units that do not issue uniforms may still have dress requirements based on safety, customer service, or professional standards
- Supervisors will review the dress standards for their unit with employees

### FOOD SERVICE EMPLOYEES MUST:

- Use gloves and aprons as directed
- Wash hands before beginning their shift
- Wash hands frequently



- Use a hairnet or hat and/or a beard net
- Not eat in the work area
- Drink from a sealed or lidded container while working
- NOT wear jewelry, except a wedding band
- Wear enclosed shoes
- Clean workspace and utensils

## COMPUTER & SOFTWARE USAGE

Appropriate use of UW-Madison information technology resources access to electronic mail, the Internet, databases, computers, and other information technology (IT) resources is essential to the mission of the UW-Madison (to create, integrate, transfer and apply knowledge), and the achievement of excellence requires their effective use by all members of the University community. Use of information technology must be consistent with the University's mission and with its role as a public agency. Each member of the University community is expected to protect the integrity of these resources and to know and adhere to University rules, regulations, and guidelines for their appropriate use. Regulations that govern personal conduct and use of University facilities\* also apply to the use of IT resources. In addition, the following policy applies more specifically to use of IT resources:

1. GENERAL GUIDELINES - Access to University IT resources is a privilege granted to members of the University community which carries with it the responsibility to use them for University related activities, exercising common sense and civility.
2. INDIVIDUAL RESPONSIBILITY - Authorization for use of IT facilities is provided to each individual for his or her own use. No person may use an authorization which belongs to someone else. In many cases the University has obtained access to these resources exclusively for the use of members of the University community.
3. SECURITY - The protection of University IT resources depends heavily on each user's careful handling of "keys" to these resources, since any account can serve as an entry point for theft, damage, or unauthorized use. Users must protect the confidentiality of their personal identification codes and passwords and are expected to exercise reasonable care to ensure that others cannot use their accounts.
4. INTELLECTUAL PROPERTY - Illegal downloading, distribution, copying of copyrighted materials or other activities that violate copyright law are strictly prohibited.
5. 'HACKING' - Persons may not obtain or use--or attempt to obtain or use--passwords, IP addresses or other network codes that have not been assigned to them as individuals or authorized for their use as University employees. Persons may not obtain--or attempt to obtain--unauthorized access to computer accounts, software, files, or any other University IT resources.

6. MALICIOUS ACTIVITY - Persons may not alter or intentionally damage software or data belonging to someone else or interfere with another person's authorized access to IT resources. Users may not intentionally disrupt or damage University computers or networks in any way.

7. IMPERSONATION AND ANONYMITY - Users of University IT resources may not send electronic messages with the sender's identity forged or send anonymous messages unless the recipient has agreed to receive anonymous messages.

8. COMMERCIAL, POLITICAL, AND NON-UNIVERSITY ACTIVITIES - Persons may not use University IT resources to sell or solicit sales for any goods, services or contributions unless such use conforms to UW-Madison rules and regulations governing the use of University resources. University employees may not use these resources to support the nomination of any person for political office or to influence a vote in any election or referendum. No one may use University IT resources to represent the interests of any non-University group or organization unless authorized by an appropriate University department.

9. DE MINIMIS USAGE - In the interest of making the use of IT resources a natural part of the day-to-day learning and work of all members of the University community, incidental personal use is tolerated. However, one should use non-University sources of e-mail, Internet access, and other IT services for activities of an extensive nature that are not related to University purposes.

10. FEDERAL AND STATE LAWS - Persons may not use University computing facilities to violate state or federal laws.

\* as published in the UW System Administrative Code and UW-Madison policies.

**SOFTWARE AND HARDWARE USAGE:** The UW-Madison has set guidelines to cover information technology resources on all computers owned or leased by the University and all private computers on University property. The University does not require, request, or condone copying or any other use of software in violation of the application license agreement.

Intentional violation of terms of the software license agreement are not within the scope of University employment.

Campus violations should be reported to Badger Incident Response Team (BadgIRT) online at [www.doit.wisc.edu/security/report\\_incident/](http://www.doit.wisc.edu/security/report_incident/).

All computers, software, and hardware used on computers owned by the Union or computers used on behalf of the Union must be acquired by the Union's Information Systems manager. Failure to follow these guidelines may result in disciplinary actions up to and including termination. In addition, individuals who violate software license agreements or misuse hardware may be subject to civil and criminal proceedings.

## **DISCIPLINARY ACTIONS**

The UW-Madison states all student hourly positions are at-will positions and may be terminated at any time provided the reason is not prohibited by law. At the Wisconsin Union, student employees will not be disciplined or discharged except for just cause. Violation of Union or unit work rules are subject to disciplinary action which may range from a reprimand to immediate discharge. Disciplinary actions are imposed for work rule violations based on the particular violation(s) and the work history of an employee.

Student employees are encouraged to first communicate any dissatisfaction regarding their employment to their supervisor. Formal complaints can be made through the grievance process; forms are available from their supervisor or Human Resources.

## **DUAL EMPLOYMENT**

Employees may seek another job in the Wisconsin Union, becoming a dual employee, by filling out a Wisconsin Union employment application. Only jobs that do not conflict with the other job's hours or create a conflict of interest are approved. Employees who are in good standing and receive approval from their current supervisor and the new job's supervisor will obtain dual employment once the application is turned into Human Resources.

## **GRIEVANCE PROCESS**

The Wisconsin Union is committed to its student employees. If an employee feels they have been treated unfairly or disagree with an action taken relating to work issues, such as unreasonable application of work rules, incorrect compensation, or discriminatory treatment, employees can go through the grievance process. Employees should talk to their supervisor about any issue or concerns they are having. Employees can contact Human Resources if the issues or concerns are not resolved or if they think the resolution was not appropriate.

### **STEPS TO THE GRIEVANCE PROCESS:**

#### **Step 1**

- Employee fills out a Grievance Form and submits it to their supervisor within a week of the condition or action giving rise to the complaint.
- Supervisor will meet with the employee to discuss the issues presented in the complaint within a week (seven days) to clarify and/or solve the problem; supervisor will also begin to investigate the situation as necessary after this meeting.
- Supervisor's decision will be documented on the Grievance Form and returned to the employee within a week of the meeting.

#### **Step 2**

- If an employee is dissatisfied with the decision reached, they should contact their area's Assistant Director within a week (seven days) of when the decision was returned.

- Assistant Director will meet with the employee and their supervisor as soon as possible; Assistant Director may further investigate after this meeting.
- Assistant Director's decision will be also be documented on the Grievance Form and returned to the employee within a week of the meeting.

## **LEAVE OF ABSENCE**

The Wisconsin Union understands the needs of University students and allows student employees to take a leave of absence up to six months, provided the student is in good standing. The steps to the leave of absence process are:

1. Employee requests leave in writing to supervisor at least two weeks prior to leave date. Request should include reason and duration.
2. Supervisor reviews requests and approves or denies.
3. Supervisor contacts Human Resources and then maintains a copy of approved or denied request.
4. Student will be temporarily terminated during leave for payroll purposes.
5. At end of leave student contacts supervisor for permission to return.
6. Supervisor will contact Human Resources to reinstate student and notify of return to employment.

## **LOCKER ROOMS & LOCKERS**

If an employee is required to wear a uniform or needs to change clothes before work, there is a men's and a women's locker room located in basement of Memorial Union and in the break room of Union South. Based on availability, lockers and a lock will be furnished by the Wisconsin Union upon request. Contact your supervisor to request a lock and locker.

## **LOST & FOUND**

The Wisconsin Union is responsible to our members, guests, customers, and employees to administrate a Lost and Found program that ensures found items are secured until such time as they are claimed by their owners. When an item is discovered, it is the obligation of all staff and volunteers to immediately turn the item into Lost and Found, located at Memorial Union's Campus Information Desk or at Union South's Campus Information Desk.

- Turn items into Lost and Found as soon as possible.
- Inform your supervisor what item(s) you have turned into Lost and Found.
- Wallets, purses, electronics and items of value must be turned into Lost and Found. If UW Police need to be contacted about an item, it's best if the finder and a building manager both witness the call. (UWPD periodically provides the Lost and Found administering

sites with update instructions on how to handle valuables; receiving staff will immediately implement current instructions.

- If there is sufficient information to suggest a possible owner, they will be contacted by the Lost and Found unit.
- Employees benefiting or taking items from Lost & Found are subject to disciplinary actions, up to and including termination.
- At Union South, items are held at the Campus Information Desk for one week. Then they are moved to a storage room at Memorial Union.

## **PERFORMANCE REVIEWS & RATE CHANGES**

Employees may be eligible for a rate increase at the discretion of their supervisor based on their performance and written evaluation. Employees should be informed of the unit's objectives when they begin their positions and how their performance contributes toward attainment of those objectives.

Performance evaluations should be conducted with an employee at least once a year, typically during the spring semester, and are reviewed with student staff. Evaluations often, but not necessarily result in monetary rewards, additional responsibilities, or a promotion. The goal of a performance evaluation is for supervisors to review their expectations and provide feedback the student on their performance, such as what is going well and what could be improved. Student staff will be evaluated using the following relevant topics when conducting a performance review: 1) Attendance/Punctuality 2) Supervisor/Co-worker Relations 3) Customer Service 4) Job Knowledge/Task Completion. In addition, other topics may include, but are not limited to Judgment/Problem-solving, Safety/Sanitation, Cash Handling, Decision Making Skills, Quantity/Quality of Work and Student Supervisory Skills.

### **PERFORMANCE INCREASES-**

- Performance increases are determined by a student's contribution to the unit's performance objectives. At the supervisor's discretion, performance increases may be granted in percent increases. The minimum increase may start at 1% and not exceed 4% per fiscal year.

### **LEARNING SKILLS INCREASES-**

- Learning skills increases are determined by students training for different job duties learning new skills or job tasks. This new task, duty or skill is within the same employment level and is not a promotional increase. At the supervisor's discretion, learning skills increases may be granted in percent increases. The minimum increase may start at 1% and not exceed 4% per fiscal year.

## PROMOTION INCREASES-

- A promotion increase is the progression from one employment level to another. The awarding of a promotional increase is at the discretion of the unit supervisor. Students who have been promoted will receive the greater of the base rate for that employment level or an increase in pay equal to the difference in the new pay rate and the pay rate for the level just below the new rate. If a promotional increase is given due to additional job responsibilities, filling hard to fill shifts, etc, and they are no longer able to perform the job duties, the rate will return to their previous rate.

## CRITICAL INCREASES-

- There may be times when it is necessary to make salary adjustments for exceptional reasons other than merit or promotion. These adjustments can occur with the approval of the appropriate Assistant Director and Human Resources.

Performance and learning skill increases are limited to 8% per fiscal year. Promotions and critical rate increases are not included in the 8% limit. Hooper Staff rate increases are generally determined by Hooper Clubs and may have different criteria for giving rate changes.

Rate changes must have an effective date at the beginning of a biweekly pay period. Rate changes will not be backdated unless extraordinary circumstances apply. Rate changes will not be processed until an employee has completed all required trainings; exception may be made in promoting an employee, Human Resources will handle this on a case by case basis.

## Rest Periods

- Employees who work four or more hours in a work unit get a paid 15 minute break. The supervisor will try to schedule it in the middle of their shift, if possible.
- Employees who work six or more hours in a work unit get two paid 15 minute breaks. The supervisor will schedule them over the shift. An employee may request both breaks be taken consecutively, with supervisor's approval.
- Employees who work nine or more hours in a work unit get three 15 minute breaks. The supervisor will schedule them over the shift. An employee may request to take the breaks in various combinations, with supervisor's approval.

## Scheduling

- Some work units, based on operational needs, have their own scheduling guidelines in place; these work unit scheduling guidelines will supersede the general guidelines for scheduling, and will be discussed prior to hire.
- Changes may be made by supervisor to fulfill operational requirements.
- Changes will be made seven days in advance, if schedule change is to occur on a

regular basis.

- Changes shall not extend into previous time commitment of an employee.
- Employees are not required to accept an extended shift of more than 90 minutes, but may volunteer to do so.
- Employees are not required to accept a work schedule calling for more than two consecutive weekends, unless a required hire condition (discussed prior to hire).
- Employees are not required to accept a permanent increase of hours worked more than 20 hours per week, unless a required hire condition (discussed prior to hire).
- When a work unit's schedule is compiled, preference is given according to length of service
- Notice of intent to compile semester schedule should be posted at least seven days in advance of scheduling.
- Employees, including those reinstated to the unit or who have returned from a Leave of Absence, have the opportunity to indicate preference in scheduling.
- After schedule is compiled, seniority cannot be used to bump another employee's shift, if employee did not give preference in advance.
- Employees in good standing at the end of the spring semester, who are not around during the summer, are to be reinstated for the following fall semester, unless working over the summer is a required hire condition (discussed prior to hire).
  - Students are not required to work, unless a required hire condition (discussed prior to hire) and depending on work unit: Labor Day, Thanksgiving Break, Winter Break, Martin Luther King Day, Spring Break, Memorial Day, and Independence Day.
  - Student employees can request up to three additional days off per calendar year for cultural or religious observance provided they submit a written request to their supervisor in advance. The supervisor will confer with Human Resources and will determine approval.
  - Length of service (seniority and terms worked) affects the way shifts are filled.

## **SENIORITY**

- Seniority is the total number of pay periods an employee works, whether as a student or LTE.
- Each work unit has their own seniority.
- If the total number of pay periods are equal, seniority is decided by the total number of hours worked in that work unit.

## **SHIFTS (HOURS & CANCELLATIONS)**

- Employees are not required to accept a work shift that is less than two hours, unless a required hire condition (discussed prior to hire).
- Supervisors may call and ask an unscheduled employee if they can work a shift of less than two hours.

- Employees are usually restricted to work no more than 40 hours per week.
- International student employees are restricted to work no more than 20 hours per week.
- Supervisor will provide two days' notice to employees whose scheduled shifts are cancelled, except cancellations caused by uncontrollable circumstances (i.e. weather).
- Employees whose shifts are permanently cancelled are always given a chance to reschedule.
- Units that operate according to weather (Brat Stand, Ice Cream Cart, etc) know, at the time of hire, of the possibility of shift being cancelled due to weather.

## **SUBSTITUTES**

- Employees who wish to be excused for any reason during a scheduled shift are responsible for finding another employee willing to take their shift (employees who need off for exams may get assistance from their supervisor with the situation).
- Employees fill out a Substitute Request Card and post it in the work unit's designated area.
- Once a substitute employee has been found, the substitute must sign the Substitute Request Card and get it approved and signed by the supervisor.
- If no substitute is found, employee is responsible for working their shift.

## **TELEPHONE & FAX USAGE**

The Wisconsin Union uses the State Telephone System for long distance lines and University owned cell phones; therefore, telephone calls are to be limited to Union business. Supervisors review all unit phone usage monthly. Personal calls are to be limited and when made, on a personal cell phone, a calling/credit card, or call collect, etc. Directory assisted calls should be limited to essential calls only.

- Campus number - dial the last 5 digits.
- Local number - dial "9" and the number. (Including toll free calls 1-800, 888, etc)
- Long distance number - dial " 8 - 1 " area code and the number.
- More information on telephone usage can be found in the Union's Informational Directory or in the Sh\_All Dr on your computer.

## **UNIT MEETINGS**

- Employees receive their regular rate of pay to attend mandatory unit meetings.
- Employees are expected to make reasonable efforts to attend unit meetings, unless the meeting conflicts with an employee class schedule. Supervisor may excuse employee from attendance upon advanced notice.
- Other reasonable excuses for not attending unit meetings must be turned in to an employee's supervisor in writing at least 48 hours before the meeting, except in circumstances beyond the employee's control.
- Employees should not be in pay status for meetings exclusively for scheduling.



## WAGE PLAN (ADAPTED FROM WU PROCEDURE A6-3A)

The following is the student employment wage plan of The Wisconsin Union, established in accordance with the Board of Regents' policies on student employment at the University and in accordance with the Madison Campus Student Wage Plan. This plan is also governed by the provisions of Chapter 40.22 Wisconsin Statutes.

Exceptions to the wage plan must have approval from the appropriate Assistant Director and the Human Resources Office. No student wage will exceed the classified minimum wage, based on job duties

### GENERAL PRACTICES

1. It is the practice of The Wisconsin Union to primarily hire UW-Madison students for part-time positions wherever practicable. However, circumstances may necessitate the employment of nonstudents.
2. The Student Employee Wage Plan covers all student employees, except Directorate or Hooper students receiving stipends.
3. Certain student positions of trust are subject to a criminal background check. The background check is conducted prior to hiring or promoting an employee into a position requiring a criminal conviction records investigation. Refer to Procedural Memo A6-0j for a list of applicable positions.
4. Initial required training as determined by Training Resource Center must be completed within two weeks of employment. In addition, required workshops must be completed before an employee can receive any performance or learning skills rate increase.
  - a. Meeting and/or exceeding performance expectations and learning skills are the primary basis for rate increases. Rate changes are not based on length of service.

### WAGE RATES

Effective 08/19/2018

Employment Level	Base	Maximum*
Basic Level	\$9.00	\$11.04
Intermediate Level	\$9.26	\$11.55
<b>Advanced Level (Student Supervisor)</b>		
Basic Supervisor	\$10.02	\$12.06
Intermediate Supervisor	\$10.28	\$12.88
Advanced Supervisor	\$11.04	\$12.95
Specialized Level (Wage range)	\$9.00	\$12.95

\*\*Note: For positions in Facilities, Catering, Kitchen, and Restaurants, the following wage rates will be used:

All Non-Supervisory	\$10.00
Student Supervisor	\$11.02

## EMPLOYMENT LEVEL

**BASIC LEVEL** - These positions require entry level skills or minimal prior experiences, which may include a wide range of repetitive activities with narrow responsibilities. This level requires on-the-job training and involves the use of equipment such as a cash register, computer, floor scrubber, grill, fryer, etc. These positions are directed under close supervision. The majority of student positions fit in this category.

Student Titles:

- Box Office Clerk
- Building Services Setup/Custodial
- Cashier
- Catering Wait Staff
- Courier
- Dish Washer
- Door Person
- Food Service Assistant
- Graphics Assistant
- Office Assistant-Basic
- Recreation Clerk
- Retail Information Specialist
- Usher

**INTERMEDIATE LEVEL** - These positions require specialized skills or involve creativity or expertise. This level also includes positions that require additional hours or have work shifts that are difficult to fill and are reflected in the wages paid. This level may require supervisory skills but without supervisory authority (e.g. may include training, scheduling, directing the work of others and sometimes “filling-in” for a supervisor who is temporarily out.) These positions are directed under limited supervision. A training period is generally required.

Student Titles:

- Accounting Assistant
- Box Office Lead Worker
- Building Service Night Custodial
- Catering Lead Worker
- Cook’s Helper
- Intern
- Financial Assistant
- Gallery Assistant
- Graphic Designer
- Hotel Housekeeper
- Kitchen Checker
- Lost & Found Supervisor
- Retail Lead Worker
- Office Assistant-Advanced
- Sound & Lighting Technician
- Market/Café Lead Worker
- Technical Maintenance Assistant
- Training Facilitator
- Translators
- Warehouse Stocker/Trucker

## STUDENT SUPERVISORS

**BASIC LEVEL SUPERVISOR** - These positions generally spend the majority of their time supervising other student employees. They regularly have responsibility for a diversified unit and spend less than half their time performing the type of work they supervise. Basic Supervisors usually perform other supervisory responsibilities such as wage studies, promotion/merchandise planning, special projects and etc. Some students in these positions may not actually supervise student employees, but they perform complex duties similar to a supervisor. These positions are directed under general supervision. A training period is required.

Student Titles:

- Building Services Supervisor
- Catering Supervisor/Trucker
- Deli Supervisor
- Recreation Supervisor
- Restaurant Supervisor-Basic
- Retail Supervisor
- Theater Production Manager
- Theater Front of House Supervisor
- Training Lead Facilitator

**INTERMEDIATE LEVEL SUPERVISOR** - These positions have a larger scope of responsibility due to the size of a unit, kinds of decisions being made, the number of employees in the unit, supervisory responsibilities and other variable aspects of individual units. They schedule, train and hire new student employees and may assist permanent staff with discipline, merit raises and evaluate performance. Some students in these positions may not actually supervise student employees, but they perform complex duties similar to a supervisor. These positions are directed under general supervision. A training period is required and certification and licensing may be required.

Student Titles:

- Building Cashier
- Catering Bar Manager
- Restaurant Supervisor-Intermediate
- Event Manager

**ADVANCED LEVEL SUPERVISOR** - *Building Managers* spend the majority of their time supervising activities in the building including coordinating events, keeping the building secure, handling emergencies and supervising the use of facilities and equipment. Building Managers regularly have complete responsibility for the building on evenings and weekends. These positions are directed under general supervision. A training period is required.

*Restaurant Supervisor-Advanced* have responsibilities similar to a Restaurant Supervisor-Intermediate; however, they have responsibilities for multiple restaurants. They schedule, train and hire new student employees and may assist permanent staff with discipline, merit raises and evaluate performance in multiple restaurants. A training period and certification and licensing are required.

**SPECIALIZED LEVEL** - These positions provide specific employment-related services. They possess the necessary knowledge and skills to perform specific jobs or work in unique types of working conditions. Students hired in these positions must have prior experience related to the duties of the position. These positions are directed under general supervision.

Student Titles:

- Computer Support Assistant
- Gardener
- Hooper Instructor
- Hooper Sailing Shop Maintenance
- Stable Hand

## **EMPLOYEE & EMPLOYER EXPECTATIONS**

### **WISCONSIN UNION EXPECTATIONS OF STUDENT EMPLOYEES**

- Commit to the Wisconsin Union's mission, vision, values and strategic plans.
- Report to work on time and be prepared. Follow unit guidelines for absences or tardiness.
- Perform job duties efficiently, accurately, and to the best of your ability.
- Maintain a positive attitude and provide the best customer service experiences possible.
- Be active in training sessions.
- Follow policies, procedures, guidelines, and work rules. Violations can result in discipline.
- Comply with health and safety policies and procedures.
- Inform your supervisor of any issues or concerns that arise.
- Offer suggestions that could improve operations and services.
- Ask questions, seek answers, and respect the information given to you.
- Create a welcoming and respectful environment for all members, guests, customers, and employees.

### **STUDENT EMPLOYEE EXPECTATIONS OF THE WISCONSIN UNION**

- Commit and communicate to employees the Wisconsin Union's mission, vision, values, and strategic plans.
- Give clear and concise information about job duties and expectations.
- Discuss any problems or issues that arise. Work with employees to resolve issues promptly.
- Provide a safe and healthy workplace.
- Encourage appropriate communication between units and employees.
- Provide access to and explain policies, procedures, guidelines, or work rules.
- Offer opportunities for employees to develop and become better employees.

- When appropriate, seek input from employees for decisions about operations and services.
- Present a respectful work environment that is free of harassment or discrimination.
- Create an environment that is diverse and respectful for all members, guests, customers and employees.
- Observe confidentiality and respect privacy.
- Recognize exceptional contributions and achievements of student employees.

## **WORK RULE VIOLATIONS**

The Wisconsin Union's work rules are based on various State, University, and Union rules, regulations, policies, procedures, and guidelines. Work rules are to communicate, clarify, and help employees do their job while at work, and establish the standards of an employee's personal conduct. Supervisors may find it necessary to expand upon these rules as it applies to an employee, their work unit, and their job. Additional rules specific to each work unit shall be discussed with an employee upon hire. If an employee has any questions they should speak to their supervisor or Human Resources.

## **WORK PERFORMANCE VIOLATIONS**

1. Insubordination, including disobedience or failure or refusal to carry out assignments or instructions.
2. Loafing, loitering, sleeping, or engaging in unauthorized personal business.
3. Unauthorized disclosure of confidential information or records.
4. Falsifying records or giving false information to other state agencies or to employees responsible for record keeping.
5. Failure to provide accurate and complete information whenever such information is required by an authorized person.
6. Negligence in performance of assigned duties.

## **ATTENDANCE AND PUNCTUALITY VIOLATIONS**

1. Failure to report promptly at the starting time of a shift or leaving before the scheduled quitting time of a shift without the specific approval of the supervisor.
2. Unexcused or excessive absenteeism.
3. Failure to observe time limits and scheduling of lunch, rest, or wash-up periods.
4. Failure to notify the supervisor promptly of unanticipated absence or tardiness.

## **USE OF PROPERTY VIOLATIONS**

1. Unauthorized or improper use of University property or equipment, including vehicles, telephone, or mail service.

2. Unauthorized possession or removal of University or another person's private property.
3. Unauthorized posting or removal of notices or signs from bulletin boards.
4. Unauthorized use, lending, borrowing, or duplicating of University keys.
5. Unauthorized entry to University property, including unauthorized entry outside of assigned hours of work or entry to restricted areas.

#### PERSONAL ACTIONS AND APPEARANCE VIOLATIONS

1. Threatening, attempting, or doing bodily harm to another person.
2. Threatening, intimidating, interfering with, or using abusive language towards others.
3. Unauthorized possession of weapons.
4. Making false or malicious statements concerning other employees, supervisors, or students of the University.
5. Use of alcoholic beverages or illegal drugs during working hours.
6. When not in pay status:
  - Underage consumption of alcohol at a Union facility
  - Purchasing alcohol for minors at a Union facility
  - Attempting to purchase alcohol at a Union facility using a fake I.D.
7. Using personal cell phones, mobile devices, and electronic devices inappropriately during work hours.
8. Reporting for work under the influence of alcoholic beverages or illegal drugs.
9. Unauthorized solicitation for any purpose.
10. Inappropriate dress or lack of personal hygiene that adversely affects proper performance of duties or constitutes a health or safety hazard.
11. Unauthorized or improper use or possession of uniforms, identification cards, badges, or permits.
12. Failure to exercise good judgment, or being discourteous, in dealing with fellow employees, students, or the general public.

#### HEALTH, SAFETY, & SECURITY VIOLATIONS

1. Failure to comply with health, safety and sanitation requirements, rules and regulations.
2. Eating, drinking, or smoking in unauthorized areas.
3. Failure to observe health, safety, and security measures.
4. Failure to submit, upon request, to inspection of any packages or containers taken from employee work areas.

# HEALTH, SAFETY & SECURITY INFORMATION

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## FOOD EMPLOYEE ILLNESS REPORTING

The Union must prevent the transmission of diseases via food by infected food service employees, with emphasis on illnesses due to *Salmonella typhi*, *Shigella* spp., *E. coli* and Hepatitis A Virus. It is the responsibility of all food service employees to notify their supervisor when they have been medically diagnosed with a food borne illness or when they experience any of the symptoms typical of a food borne illness. It will then be the responsibility of the supervisor to take appropriate steps to prevent the transmission of any actual or potential food borne illness.

### MEDICAL DIAGNOSIS:

Food service employees must report to their supervisor when a physician, physician's assistant, or nurse practitioner has diagnosed them as being ill with:

- *Salmonella typhi* (Typhoid fever)
- *Shigella* spp. (Shigellosis)
- *Escherichia coli* (O157:H7 infection)
- Hepatitis A (Hepatitis A virus)
- *Salmonella* spp. (Non-typhoid)
- *Entamoeba histolytica*
- *Campylobacter* spp.
- Calicivirus
- *Cryptosporidium* spp.
- *Giardia* spp.
- *Yersinia* spp.
- *Staphylococcus aureus*
- *Listeria monocytogenes*

### SYMPTOMS AND PUSTULAR LESIONS:

Any of the following symptoms or lesions experienced by food service employees must be reported to a supervisor: diarrhea, vomiting, fever, sore throat with fever, and lesions containing pus on the hand, wrist, or an exposed body part (such as boils and infected wounds, however small).

## FOOD CODE COMPLIANCE

To help prevent the spread of diseases, all food service employees must:

- Be knowledgeable of and follow these reporting requirements.
- Adhere to any work restrictions or exclusions imposed by your supervisor to prevent the transmission of any actual or potential food borne illness.
- Follow good hygienic and food protection practices.

## **LEFTOVER FOOD & BEVERAGES**

The Wisconsin Union is responsible for protecting the health and safety of our members, guests, customers and employees from food related illnesses. When a catered event has leftover food, perishable food must be handled as follows:

- Leftover food may be made available to employees only when a supervisor or event manager has determined the food cannot be used again.
- Leftovers are determined by a supervisor or event manager only after all customers of a catered event have departed.
- Leftovers are not to be made available in public areas, only in designated areas.
- Employees in the work unit are given preference in distributing leftover food.
- Remaining leftovers that are available are offered to other employees working in the immediate vicinity of the event at the discretion of manager on duty.
- Employees are not permitted to take leftovers home.

## **OCCUPATIONAL HEALTH & SAFETY ACT**

The Occupational Health and Safety Act (OSHA) is based on federal and state laws with oversight that assures safe and healthy working conditions for all employees. It authorizes enforcement of the standards by assisting and encouraging states in their efforts to assure safe and healthful working conditions by providing for research, information, education, and training in the field of occupational safety and health. For further information, contact Human Resources and read The Wisconsin Union's Health and Safety Handbook.

## **PERSONAL PROTECTIVE EQUIPMENT**

The Occupational Safety and Health Administration (OSHA) requires the Wisconsin Union to assess the workplace to determine if hazards are present, making the use of Personnel Protective Equipment (PPE) necessary. Each unit in the Union has determined what and if any PPE is necessary for each employee. If such hazards are present in your work unit, your supervisor shall:

- Select the types of PPE that will protect you from the identified hazards.
- Communicate selection decisions to you.
- Select PPE that properly fits you.
- Certify through a written assessment that the workplace has been evaluated and when the written hazard assessment took place.

Various equipment is needed to protect an employee's eyes, face, head, feet and hands. All employees will be trained on the equipment needed to perform their job duties.



## **PROBLEM PATRONS (THREATS - PHYSICAL OR VERBAL)**

The Wisconsin Union is responsible for protecting the safety of our members, guests, customers, and employees and to make sure the facilities and activities are not compromised by disorderly or unauthorized individuals.

As the Union is a membership organization, designated staff may ask individuals for appropriate proof of eligibility:

- Student or Staff University ID
- Union Membership Card
- Union or University Guest Card

If a guest is disrupting or disturbing a Wisconsin Union Member, they will be considered a Problem Patron. If this happens:

- Call Campus Information Desk at Memorial Union 265-3000 or at Union South, 890-3000
- Monitor the situation
- Building or Event Manager will handle the situation
- Call UW Police (911) if situation is not resolved or escalates

## **SAFE NIGHTTIME SERVICES**

SAFE (Safe Arrival For Everyone) is the University's comprehensive late night transportation system (consisting of walking escort services) available to all students and employees. The goal of this program is to promote personal safety by offering a safe means of nighttime transportation and community education about the dangers of traveling alone at night. Students and employees can use these services anytime they feel unsafe traveling at night.

For additional information, visit [www.transportation.wisc.edu](http://www.transportation.wisc.edu) or contact the SAFE Services at 262-5000.

- SAFEwalk - walking escort service done in pairs that is limited to the campus area excluding far west campus. Available October 1st - March 31st between 7pm - 1am and April 1st - September 30th between 8pm - 1am.
- Bus services - various areas surrounding campus. Routes 80, 81 and 82 operate Sunday-Thursday between 6:30pm - 1:00am and Friday and Saturday between 6:30pm- 2:30am. Please visit Madison Metro's website [www.mymetrobus.com](http://www.mymetrobus.com) for further information.

## **SEXUAL HARASSMENT**

It is the policy of the UW-Madison, in keeping with efforts to establish an environment in which the dignity and worth of all members of the University community are respected, that sexual harassment of students and employees at UW-Madison is unacceptable conduct and will not be tolerated. Sexual harassment may involve behavior of a person of either sex against a person of the opposite or same sex.

Behavior that falls within this realm includes any unwelcome sexual advances, request for sexual favors, and other verbal and physical conduct of a sexual nature, when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment.
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting that individual.
- Such conduct has the purpose, or effect of unreasonably interfering with an individual's work performance, educational experience, or creates an intimidating, hostile, or offensive work or educational environment.

The UW-Madison provides clear direction and educational opportunities information to the university community about the professional risks associated with consensual relationships between members of the University community where a conflict of interest/power exists between the parties. Please report any sexual harassment cases to the Human Resources Assistant Director.

## **SMOKE-FREE WORKPLACE**

All University buildings and vehicles, regardless of location, which are owned or leased by the UW-Madison, are to be entirely SMOKE-FREE. It applies to all indoor air space including individual faculty and administrative offices. All building entry ways are designated smoke-free within a 25-foot radius. The Wisconsin Union currently allows smoking only in front of the stage area on Memorial Union's lower Terrace.

## **DRUG-FREE WORKPLACE**

The UW-Madison prohibits the unlawful manufacture, distribution, dispensing, possession, or use of controlled substances on all University property and work sites. Employees who engage in any of these actions on University property or the work site or during work time may be subject to disciplinary action up to and including discharge and/or may be referred to counseling or treatment. Employees who are convicted of any criminal drug statute violation occurring in the workplace must notify their dean, director, or department chair within five days of the conviction if they are employed by the University at the time of the conviction.

## **VIOLENCE IN THE WORKPLACE**

The UW-Madison views aggressive and/or violent behavior as disruptive and contrary to the development and maintenance of a safe, productive, and supportive work environment. Employees who exhibit such behavior will be held accountable under University policy and rules, as well as local, state, and federal law.

All threats and acts of aggressive or violent behavior should be taken seriously. Acts of violence, or threats of imminent violence, require an immediate response. Please dial 911 in any of these events. In the event of other threats, supervisors should be informed so they may investigate the situation.

## **WORKPLACE INJURIES & ACCIDENTS**

The Wisconsin Union is committed to providing a safe work environment. If you have an accident or are injured while working for the Union, you must report it immediately to your supervisor. An Accident Report form, available in Human Resources, must be completed within 24 hours of the injury to insure all medical bills associated with the work-related injury are paid in a timely manner. All employees are covered by Wisconsin Worker's Compensation and are eligible for medical and disability benefits for work-related injuries.

If injured in a work accident, the following steps **MUST** be taken:

1. Seek medical attention, if needed.
2. Notify the employee's supervisor as soon as possible.
3. Fill out the following forms:
  - Employee fills out the Employee Workplace Injury or Illness Report.
  - Supervisor fills out the Employer's First Report of Injury or Disease.
  - Supervisor fills out the Supervisor's Accident Analysis and Prevention Report.
  - Supervisor fills out the Supervisor's Evaluation of Repetitive Motion and/or Material

Handling Activities, if necessary.

4. Turn in completed forms to your supervisor.
5. Turn in any related paperwork, i.e. a doctor's bill, from the accident to Human Resources to be processed and submitted to Worker's Compensation.
6. If the employee missed work due to the accident or injury, the supervisor and payroll fills out an Employee Record of Lost Time Form.
7. If the employee missed more than four days of work, there are additional forms that Worker's Compensation will forward to the supervisor to complete.

# EMPLOYEE RESOURCES

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## **EMPLOYEE ASSISTANCE OFFICE ([WWW.EAO.WISC.EDU](http://WWW.EAO.WISC.EDU))**

The Employee Assistance Office (EAO) promotes services at all organizational levels and locations to help employees and their immediate family members or significant others deal with personal, work-related, behavioral, or medical problems. Staff of the EAO provides a variety of services to address personal and/or work-related problems.

Services for personal problems include: consultation and assessment, information about community resources, educational programs, and appropriate referrals for individuals in need of help. Services for work-related problems include: consultation/assessment, data gathering and analysis, provision for recommendations, conflict resolution, development of customized dispute resolution systems, and facilitation of meetings and of management. Staff attempt to ensure that the costs of any recommended services for personal problems are within an individual's financial means. There is no charge for the services of the EAO staff.

## **OFFICE FOR EQUITY & DIVERSITY ([WWW.OED.WISC.EDU](http://WWW.OED.WISC.EDU))**

The Office for Equity and Diversity (OED) promotes, integrates, and transfers equity and diversity principles to nurture human resources and advance the mission of the UW-Madison. The OED employs multiple approaches to attain its strategic objectives. These include:

- Providing leadership and consultation to develop and implement equity and diversity strategies throughout the campus;
- Promoting the use of standardized and proactive human resources processes;
- Maximizing human resources through the effective use of continuous improvement principles;
- Establishing collaborative partnerships with Schools/Colleges and Divisions;
- Coordinating campus compliance with affirmative action and equal opportunity requirements, referred to as AA/EEO compliance.

# CONTACT INFORMATION

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## WISCONSIN UNION

### ADMINISTRATION

• Accounting .....	262-1713
• Development (fundraising).....	262-2687
• Director's Office.....	262-2263
• Human Resources .....	263-3939
• Information Systems .....	263-3938
• Marketing.....	263-7133
• Membership .....	262-2263
• Payroll & Benefits .....	262-5845
• Training Resource Center .....	262-9450
• Wiscard Office.....	262-3258

### DINING SERVICES

• Badger Market (Biochem) .....	890-4634
• Badger Market (Health Sci) .....	890-4634
• Badger Market (Ingraham) .....	265-4500
• Badger Market (Med Science) .....	263-1166
• Badger Market (US).....	890-4414
• Badger Market (SOHE) .....	265-9090
• Capital Café.....	265-4914
• Catering Grainger .....	890-2922
• Catering (MU) .....	890-3409
• Catering (US) .....	890-4427
• Crossroads Café .....	260-3915
• Daily Scoop (MU).....	262-5959
• Daily Scoop (US).....	890-4405
• Dishroom (MU) .....	263-7910
• E2 (Engineering Eatery) .....	890-1759
• Feed Bag .....	265-5246

• Ginger Root.....	890-4403
• Harvest Grains.....	890-4416
• Highland Grounds.....	890-2557
• Kitchen (MU).....	263-7910
• Kitchen(US).....	890-2382
• Microcosm Café.....	260-2170
• Open Book Café.....	261-1405
• Peet's Coffee & Tea.....	262-1103
• Prairie Fire.....	890-4415
• Rathskeller.....	262-8817
• Robin's Nest.....	265-9090
• Revive.....	890-0016
• Sett Pub.....	890-4401
• Sett Rec.....	263-2514
• Urban Slice.....	890-4404
• Warehouse (US).....	262-1596

## FACILITIES

• Audiovisual Services.....	262-7356
• Building Project.....	263-6684
• Building Services (MU).....	263-5619
• Building Services (US).....	890-1294
• Campus Event Services.....	262-2511
• Campus Information Desk/ Bldg, Mgr (MU).....	265-3000
• Facilities.....	262-4400
• Technical Maintenance.....	262-1430
• Campus Information Desk/ Bldg. Mgr (US).....	890-3000

## PROGRAM & LEADERSHIP

• Directorate.....	262-7853
• Equestrian Center.....	424-1301
• Outdoor UW.....	262-1630

- Wheelhouse Studios.....262-3156
- Outdoor UW.....262-1630
- Recreation Services.....263-5181
- Theater.....262-2202

#### UNION LEADERSHIP TEAM

- Union President.....262-7853
- Union Director.....262-2263
- Deputy Director.....262-2263
- Assistant Director-Administration.....263-3924
- Assistant Director-Facilities.....263-4588
- Assistant Director-Dining Services.....262-8733
- Assistant Director-Program & Leadership.....263-4009
- Assistant Director-External Relations.....890-2869

## **UW MADISON**

Employee Assistance Office  
526 Lowell Center  
263-2987

Office for Equity & Diversity  
179A Bascom Hall  
263-2378

Office of Human Resources  
21 N Park Street, Suite 5101  
265-2257

Office of Human Resources & Development  
189 Bascom Hall  
263-1016

International Student Office  
217 Red Gym (Armory and Gymnasium)  
262-2044

Job Center  
333 East Campus Mall, Room 9701  
262-5627

Police Department  
1429 Monroe St  
264-2677

Ombuds Office  
223/225 Lowell Center  
265-9992

Transportation Services  
21 North Park Street  
263-6666

Work-Study Office  
333 East Campus Mall, Room 9701  
262-3801

## **MISCELLANEOUS**

Social Security Administration  
6011 Odana Road  
Madison, WI 53719  
270-1141

Office of State Employer Relations  
101 E Wilson Street, 4th Floor  
Madison, WI 53702  
608-267-1020



This Student Employee Handbook was created by the Wisconsin Union's Human Resources Office. Information is obtained from various laws, statutes, policies, procedures and guidelines from Federal State and University sources which guide and govern the Wisconsin Union. In addition, information is compiled from Wisconsin Union policies, procedures, and guidelines.

Revised July 2019.