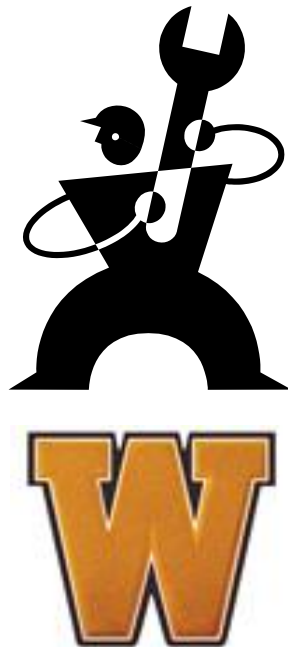


WESTERN MICHIGAN UNIVERSITY  
FACILITIES MANAGEMENT



STUDENT & TEMPORARY EMPLOYEE  
POLICY & PROCEDURE HANDBOOK

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## WMU FACILITIES MANAGEMENT

**Welcome-**

**Facilities Management provides this policy handbook to its entire student and temporary staff.**

**This handbook should be reviewed carefully by all student and temporary employees upon hire, and used as a reference for the duration of employment. Questions about policies and/or procedures should be directed to the student/temporary employee's immediate supervisor.**

**Facilities Management takes an active role in providing opportunities for students and temporary employees. Our goal is to help people develop various professional level skill sets including communication skills, documentation skills, trouble-shooting skills, and customer service skills.**

**For student employees, it is understood that your primary obligation is your academic work. Student and temporary employment opportunities can also help to develop and improve time-management skills, such as learning to prioritize efficiently, while seeking to balance effectively your work life and personal life.**

**Facilities Management endeavors to provide the best possible services for all members of the university community. This cannot be accomplished without a dedicated, collective effort from the entire staff. Your meaningful contributions ensure success for us all.**

**EMPLOYEE DEFINITIONS**

**STUDENT EMPLOYEES**

The following must be met to be defined as a **student employee**:

- Enrolled at least half-time throughout the semester(s) and/or session(s) of appointment according to the following chart.

<b>Credit Hours</b>	<b>Fall</b>	<b>Spring</b>	<b>Summer I</b>	<b>Summer II</b>
Undergraduate	6	6	3	3
Graduate	3	3	2	2

- Have a valid admission status throughout appointment period. (A status of Scope, guest, high school guest or research experience is not considered valid for student employment eligibility purposes).
- Have a valid U.S. Social Security number (international students can apply for this) and file an Employment Eligibility Verification (I-9) in Human Resources.
- Not be benefits eligible at WMU nor have a retirement plan at WMU.

The following must be met to be considered a **non-enrolled student employee\*\***:

- Eligible as a "student employee" during the prior Spring semester (*students on study abroad or internship in Spring are considered eligible*).
- Not enrolled for session(s) of appointment.
- Not dismissed for the upcoming fall semester.
- If graduated, must be accepted in a degree program in the upcoming fall semester.
- Not benefits eligible at WMU nor have a retirement plan at WMU.

**\*\*This status only applies to the Summer I and/or Summer II sessions. It is not applicable during the fall and spring semesters.**

**TEMPORARY EMPLOYEES**

Temporary employment is an "at will" employment relationship and may be terminated for any reason at any time. All **non-faculty** temporary appointments at Western Michigan University must be processed as non-exempt (hourly) appointments.

**HOURS FOR STUDENT EMPLOYMENT**

<b>*All semesters</b>	<b>20 hours per week <sup>1</sup></b>	*any students working in a union shop doing union type work
<b>All semesters</b>	<b>25 hours per week <sup>2</sup></b>	any students <u>doing non-union work</u> : engineering students, Service Center, computer work, confidential, building audits
<b>All semesters</b>	<b>20 hours per week <sup>1</sup></b>	International Students**
<b>summer sessions</b>	<b>30 hours per week</b>	<u>*any non-enrolled students working in a union shop doing union type work, provided there are no AFSCME workers on layoff who desire to be working – otherwise see row #1</u>
<b>summer sessions</b>	<b>39 hours per week</b>	Non-enrolled students, **including international students, <u>doing non-union work</u> : engineering students, Service Center, computer work, confidential building audits

<sup>1</sup> cannot exceed 40 hours in a single pay period      <sup>2</sup> cannot exceed 50 hours in a single pay period

Hours per week may vary as long as total for pay period is not exceeded.  
 For example, 10hrs first week + 30hrs second week = 40hrs for a single pay period.

**WORK SCHEDULES**

Students must supply their supervisor with a copy of their class schedule and a “preferred work schedule” before the start of each semester. A department must be covered, so when needed, departments will refer to a student’s class schedule for guidance. Students should work a two-hour block minimum, and preferably 4 days per week. No work after hours is permitted without prior approval and safety arrangements.

Temporary employee work schedules are coordinated with the employee’s immediate Supervisor.

**RECORDING HOURS WORKED**

**STUDENTS:**

Upon hire, student employee information is entered into the Kronos time-keeping system. Student employees use their WMU Bronco Card to “swipe” a time clock at the beginning and end of their shift, and as well during a shift if they are entitled to a lunch break.

Failure to swipe in and out at the appropriate times can result in inaccurate payroll information and an incorrect paycheck. Please refer all questions about recording hours worked to your immediate supervisor.

**TEMPORARY:**

Temporary employees must record hours worked on a time sheet to be submitted to their supervisor for review and approval. Departments may not pay temporary employees a flat amount for work completed. Please refer all questions about recording hours worked to your immediate supervisor.

**BREAKS**

One 15-minute break for each four hours worked.

Two 15-minute breaks in a day when working six or more hours, with one break during the 1<sup>st</sup> half of the workday and one during the 2<sup>nd</sup> half of the workday.

Break periods may not be accumulated and are not to be used to arrive to work late or to leave early. Please coordinate lunch breaks with your supervisor.

If a student is entitled to a lunch break (typically 30 minutes or more) he/she must swipe out at the beginning of the break and swipe in at the end of the break.

**ABSENCES, ARRIVING LATE OR LEAVING EARLY**

If an employee needs to miss work, a supervisor should be called immediately. A message should not be left with a co-worker, nor should the employee expect someone else to cover for them. Requests for time off should be made at least 24 hours in advance to allow for coverage. Absences and tardiness will be documented in an employee file.

**CONFIDENTIALITY**

As a part of a job, an employee may have access to confidential information regarding students, employees, recruiters or alumni. *Unauthorized* use of information, looking up information or providing information to others is strictly forbidden.

**CUSTOMER SERVICE**

The customer is always the priority (in person, phone, email). Always greet customer first, ascertain need and deliver needed information/service. A student’s conversation with a coworker is always secondary to customer needs.

**TELEPHONE ETIQUETTE**

Phones in a department are to be answered “Good (morning, afternoon), [Department Name], this is (employee’s first name) how can I help you?” If an employee has an emergency, and needs to use a phone, a supervisor should give permission first. Personal calls should not be made on work time. When leaving messages on behalf of the employing office: state your name and our department name, the time and date when you are making the call, the reason for your call, a phone number for a return call, and a thank you, for example: “This is John from the Facilities Management Service Center. It is Monday July 16, and it is 9:30am. I am calling to get more information about a request for service that you submitted. Please call us back at (269) 387-8514, Monday – Friday, anytime between 7am and 5pm. Thank you.”

**COMMUNICATION**

Each employee is expected to check work e-mail and their mail box when at work. Changes, updates and work-related information will be communicated by e-mail in most cases. A work-assigned e-mail address is for professional use only.

**DRESS CODE**

Good personal hygiene is conducive to good working relationships. If a supervisor believes that an employee’s dress/hygiene is not appropriate for the office the employee will be asked to leave or change their clothes. Clothing with offensive sayings, sexual or alcohol slogans or promoting other colleges or universities is not permitted at work. All positions interact with the public, so torn jeans, sweat pants, and halter-tops, etc. are not acceptable.

**STUDYING**

No studying on the job for any reason unless given permission by the employee’s direct supervisor.

**SUBSTANCE ABUSE**

Showing up for work under the influence of drugs or alcohol is prohibited. Office conversations/behavior must reflect professionalism that does not promote the use of or discussion of alcohol or drugs in keeping with university policy.

**TECHNOLOGY AND COMPUTER USAGE**

Computers (hardware and software), printers, phones, fax and other technology are for professional use only. No personal use of equipment is permitted. Surfing the internet, texting, social media engagement while working is not acceptable.

**VISITORS**

Personal visitors are not allowed in work areas during work hours or after hours without approval by a supervisor.

### UNIVERSITY CLOSURE

If the university is closed for a weather-related reason, or a scheduled closure day/holiday, employees are not expected to report for work. Please refer to university calendars and bulletins to make yourself aware of scheduled and non-scheduled closures. For weather-related closures, the university website or university switchboard (269-387-1001), or direct communication from your supervisor, are the only recognized, official sources for this information, i.e. a television or radio notice is not considered official.

### PAYCHECKS

University employees are paid bi-weekly (every other Tuesday). Upon hire, you must sign-up for direct deposit or a payroll card by completing a Payroll Choices Authorization Form. This form needs to be returned to the payroll office in room 1270 of the Siebert Administration Building.

For more information, please visit the Payroll and Disbursements website:

<http://www.wmich.edu/payroll/payroll/paychoice/index.html>

A temporary worker working at WMU via a temporary employment agency will be paid via the agency.

### PARKING

Employees are expected to follow all university parking regulations. Facilities Management cannot “fix” tickets received by employees as a result of a parking violation. Please review the information on the Parking Services website: <http://www.parking.wmich.edu/> **Supervisors should also review any arrangements for parking that are specific to the area in which the employee works.**

### VEHICLE USAGE

Occasionally, a worker may be asked to use a university vehicle to facilitate a job assignment. In these instances, all university parking regulations must be followed. You must possess a valid driver’s license. The employee is responsible for any violations.

Employees are required to notify their supervisor, if they lose their right to drive a motor vehicle. Notification will be made in writing and submitted to the supervisor on the employee’s first working day following the change in status.

Additionally, any change in an employee’s ability to safely operate a university vehicle due to physical limitations must be reported in writing to the supervisor, on the first working day following such a change. Any limitations will be reviewed in relation to the impact on the essential functions of the job. Reasonable accommodations will be made whenever possible.

If the area in which you are employed makes use of golf carts, please check with your immediate Supervisor for proper procedures and use of personal protective equipment.



## WMU FACILITIES MANAGEMENT

University vehicles:

May **NOT** drive on grass or sidewalks **at any time unless authorized.**

**CAN** park in the following locations:

- Maintenance spots designated with signs
- Meters
- Lots designated as R, W, A, B, C, D, E, F, G, K, L

**CANNOT** park in the following locations:

- In, in front of, adjacent to, loading docks or loading bays unless specifically loading/unloading
- Archer Drive (in front of the Bernhard Center)
- Lawn or grass anywhere on campus
- Sidewalks
- Handicap parking
- Trustees parking
- Spots designated for University administrators (vice presidents, deans, directors, etc.)
- Any location designated Tow-Away Zone
- Designated Goldsworth Apartment parking spaces
- Lot 30 (parking lot adjacent to the Seibert Administration Building)
- Lot 66 (parking lot between Siedschlag and Siebert Administration Building)

### SMOKING

The use of tobacco products is only permitted in enclosed personal vehicles. The use of tobacco products is not permitted indoors or outdoors on any University property. Tobacco products are defined to include the following: cigarettes, electronic-cigarettes, cigars, bidis, snuff, snus, water pipes, pipes, hookahs, chew and any other non-combustible tobacco products.

### **Tobacco cessation**

Tobacco cessation programs for faculty, staff and students are being made available by the University. Please contact the Sindecuse Health Center, Unified Clinics or Human Resources for information regarding tobacco cessation programs sponsored by the University.

### **Respect and responsibility**

The success of this policy relies on the thoughtfulness, consideration, and cooperation of each individual. All members of the university community share the responsibility of adhering to and enforcing the policy and have the responsibility for bringing it to the attention of visitors. Any complaints should be brought to the attention of the appropriate university authority. Violation of this policy will be addressed through existing employee and students disciplinary processes. If conflicts or problems should arise, environmental, safety, and health considerations will prevail.

(Approved by the WMU Board of Trustees Dec. 5, 2013)

**FOOD/WORK STATIONS**

Although meals/snacks can be eaten at your work station with caution, it is preferable that you find a more suitable place to eat. Any food related trash must be cleared from the work surfaces and thrown away in an appropriate trash receptacle. Work stations must be kept clear of clutter, non-work related and personal items.

**YOUR ROLE AS A WMU AMBASSADOR**

University employees can be the best public relations officers on campus. Often prospective students and visitors have their first contact with WMU through employees. Efficient, knowledgeable staff members with pleasant smiles and friendly greetings can do a great deal for Western. We encourage you to acquaint yourself with the campus and various departments so you can assist students and visitors.

The primary mission of the University is to provide a quality education for its students. Our employees help fulfill this mission. Students are our most important asset—they are the primary paying customers of the University. As a WMU employee, you are expected to do your best to be helpful, courteous, and respectful of students’ needs and legitimate purposes. Friendliness and helpfulness go a long way in maintaining a successful relationship between your particular work and the overall mission of providing students with a quality education in a positive environment.

**—You are an ambassador for Western Michigan University—**

**NOTES**

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**Contacts/Phone numbers**

NAME	TITLE	PHONE	Alt. Phone
Facilities Management	Service Center	(269) 387-8514	(269) 387-8536
W.M.U.	Dept of Public Safety	(269) 387-5555	

WMU FACILITIES MANAGEMENT

For BOTH Student and Temporary employees:

I HAVE READ AND UNDERSTAND THE POLICIES AND PROCEDURES CONTAINED IN THIS HANDBOOK. I UNDERSTAND THAT FAILURE TO COMPLY WITH THE POLICIES AND PROCEDURES COULD RESULT IN DISCIPLINARY ACTION UP TO AND INCLUDING TERMINATION OF MY EMPLOYMENT WITH FACILITIES MANAGEMENT.

EMPLOYEE NAME \_\_\_\_\_  
(please print)

EMPLOYEE SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

SUPERVISOR \_\_\_\_\_  
(please print)

SUPERVISOR SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

C      Supervisor file  
         Department file

STUDENTS ONLY

**WMU STUDENT EMPLOYMENT ELIGIBILITY FORM**

(Complete for every hire; make a copy for the student and a copy for department.)

Student Name and WIN: \_\_\_\_\_

Department: \_\_\_\_\_

Job Title: \_\_\_\_\_

**In order to be and remain eligible for student employment at Western Michigan University, a student must be:**

- Enrolled, in good standing, *at least half time* throughout the semester(s) and/or session(s) of employment.
  - a. Half-time undergraduate: 6 hours fall or spring, 3 hours summer I or II
  - b. Half-time graduate: 3 hours fall or spring, 2 hours summer I or II
- Possess U.S. employment eligibility documentation (i.e. social security number or similar)
- Working no more than 25 hours a week/50 in a pay period for all WMU employment positions combined in fall and spring semesters, during breaks and periods of non-enrollment.** Non enrolled student employees may work a maximum of 39 hours a week/78 per pay period during summer I or summer II sessions only (if enrolled the previous semester and eligible to enroll follow fall semester).
  - a. Jobs in an American Federation of State, County and Municipal Employees (AFSCME) staffed operation, are limited to a *maximum of 20 hours* per week, in accordance with the regulations set forth in article 1.§1.3 of the 2015-2018 AFSCME / WMU Agreement.
  - b. International students work a *maximum of 20 hours* per week during mandatory enrollment periods, due to immigration regulations.
- Responsible for reporting all campus jobs to all supervisors. Identify the department(s), supervisor(s), and the number of hours worked in each job.
- Able to prove a Federal Work-Study award at the point of hire (where applicable). Notify supervisor immediately if Federal Work-Study award has changed or been eliminated.

**\*List additional job(s) held on campus:**

<i>Position/Department</i>	<i>Supervisor Name/Phone</i>	<i>Average hours per week</i>	<i>Utilizing Federal Work-Study Award</i>

Do you presently hold a Graduate Assistantship? Yes \_\_\_ or No \_\_\_.

I, \_\_\_\_\_ have read and agree to abide by these requirements.

(Print student name)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date