Texas State University is a member of the Texas State University System. Publications will be available in alternative format upon request.
Congratulations on joining the LBJ Student Center family! We have provided this manual to help you understand the broad scope of programs and services offered by the Student Center and details about each area of the department. While diverse in the area of programs and services, the LBJ Student Center is a single department on campus focused on “Making a Difference.” We look forward to your contribution to the vision!
We value your decision to join our team and become part of one of the most dynamic, diverse and fun places to work on campus! You and the people you work with play a vital role in the success of our students and the Texas State campus community. That’s because what we do at the LBJ Student Center provides our students and campus community with a wide range of programs, services and employment experiences that bring people together to learn, grow and make friends.

Our goal is to provide you with a quality employment experience that teaches you new skills and challenges you to be the best employee you can be. We expect you to have a positive impact on our students and the guests who visit the LBJ Student Center. This is your Student Center, and what you do and how you treat students and guests matters.

Thank you for choosing the LBJ Student Center. If there is anything we can do to better the workplace and improve services for our students, faculty, staff and guests, please let us know. Your input and ideas are important! We look forward to working with you and wish you all success during your time at the LBJ Student Center.

Sincerely,

Jack Rahmann  
Director, LBJ Student Center

Charlie Salas  
Associate Director, Operations

Lanita Legan  
Associate Director, PALM

Brenda Lenartowicz  
Associate Director, Student Involvement
STUDENT INVOLVEMENT

Texas State University provides many opportunities for students to become involved on campus. The mission of the LBJ Student Center is to build community through programs and services promoting engagement, leadership and diversity. The physical space of the center is used by professional staff members, student employees and student leaders. The following are part of the LBJ Student Center:
**INTRO**

**CAT CAMP**

catcamp.txstate.edu

Cat Camp is an optional three-day experience for incoming students who want to learn about all the reasons to be proud of being a Bobcat, begin their lives “on the hill” with new friends and learn about Texas State spirit and traditions in a relaxed atmosphere.

Cat Camp teaches Bobcat traditions and welcomes incoming Bobcats to Texas State. This is an exciting opportunity for the Texas State community to come together and welcome our new students!

Cat Camp is led by current students who are passionate about all things Texas State and want to make your first year as a Bobcat a success. Cat Camp has been “putting the heart of Texas into the hearts of students” since 2009.

**STUDENT ORGANIZATION COUNCIL**

lbjsc.txstate.edu/soc

The Student Organizations Council can provide financial assistance to registered student organizations that meet the requirements set forth by the SOC Constitution and by-laws for programming or travel purposes that benefit or engage the University community.

Each registered student organization must request funding assistance from the SOC by submitting an application and providing all relevant information about the program or event.

SOC offers funding assistance to registered student organizations in good standing with Texas State and SOC. Certain requirements must be met, certain types of events are given priority and dollar amounts vary.

As a general rule, programming for fundraising purposes will not receive funding assistance from SOC.

**STUDENT ASSOCIATION FOR CAMPUS ACTIVITIES**

lbjsc.txstate.edu/involvement/saca

SACA is your primary source for free entertainment on campus. From comedians to Riverfest, we strive to provide fun and diverse programs that encourage fellowship and camaraderie among students. Be sure to check out our calendar of upcoming events for all of the latest happenings on campus. Drop us an email and let us know what you think, or come by our office and meet our team; we’d love to hear from you! We are located on the fourth floor of the LBJ Student Center in room 4-4.1. Remember, SACA is your ticket to entertainment!
BOBCAT PREVIEW
bobcatpreview.txstate.edu/about/about-us
Bobcat Preview is a transition program designed to give new students at Texas State “just-in-time” information that will help them be successful college students. After the completion of New Student Orientation, students will receive notification of the session they are assigned to attend. This is a required program for all entering freshmen who are part of the PACE Program or students with 0–29 credit hours following high school graduation. Your first year at a new university can set the tone for your entire college experience; it’s important to get off to the right start. At Bobcat Preview, we’ll provide you with the tips and resources you’ll need to succeed both in and out of the classroom.

NON-TRADITIONAL STUDENT ASSOCIATION
lbjsc.txstate.edu/ntso
The Non-Traditional Student Organization (NTSO) has been a chartered student organization at Texas State University since 1987. NTSO fosters a community that supports students with life experience and helps make your time at Texas State a successful one.

A non-traditional student is a student whose life experiences differ from those of a traditional student. Life experiences include, but are not limited to:
• A delay in postsecondary education immediately after high school graduation
• Returning student/transfer student
• Currently or formerly married/domestic partnership
• Parent or guardian
• Have children or other dependents
• Military veteran
• Work full time

BOBCAT BUILD
bobcatbuild.txstate.edu
Bobcat Build was started in 2002 and inspired by Texas A&M’s Big Event. This one-day community service project is now the second largest of its kind in the state of Texas. Bobcat Build is a way to say “thank you” to the community of San Marcos for supporting the students of Texas State University.

Bobcat Build continues to grow in numbers, and this past year was one of our biggest years yet! We had over 3,400 volunteers and served 168 job sites!
STUDENT VOLUNTEER CONNECTION

lbjsc.txstate.edu/svc

The Student Volunteer Connection General Assembly are the active members within the organization.

Benefits to Joining SVC General Assembly

• SVC members are part of the programming and marketing process. By joining the organization, you will be responsible for assisting the Executive Board in planning and marketing the events that SVC hosts.
• SVC members will get to staff and participate in major events hosted by SVC.
• SVC members are first to know about volunteer opportunities that arise within the San Marcos community.
• SVC members will be invited to the member socials and banquet.
• SVC members have the opportunity to work with each other and gain leadership experience.

Requirements of SVC General Assembly Members

• Attend General Assembly meetings held once every other week
• Pay membership dues of $15 each semester
• Maintain 2.25 GPA and be enrolled in at least six credit hours

Events hosted include: Alternative Spring Break, Service Learning

ALTERNATIVE SPRING BREAK

lbjsc.txstate.edu/svc/BobcatBreak

Student Volunteer Connection is very excited about your interest in our spring break trip! SVC’s Bobcat Break strives to move heartfelt volunteers toward becoming life-long active citizens in their own community. We do that by focusing on habitat issues that affect our world, country or community. A group of Texas State students travel during our spring break to perform service in a community with a particular habitat problem. After the trip, we come back to campus and live out what we learned on our break so that we can make our own community a better place.

You can become involved by applying to be a participant. We are looking for students who want to make a difference in their world and have fun in the process. This is an awesome and unique opportunity to take an alcohol- and drug-free trip that will change your life. To be a participant, you must be in good standing with the University and be enrolled at least half-time (six hours for undergraduates and four hours for graduates with a GPA of 2.25 or higher). A spot on the trip costs about $125, which includes housing, food and transportation for the entire week of spring break.
LEADERSHIP WORKSHOPS

lbjsc.txstate.edu/services/PALM/Leadership/workshops/request

SERVICE LEARNING

Program
Texas State University Service Learning Program is a collaborative program between the Division of Student Affairs and the Division of Academic Affairs.

Definition
Service-learning is a teaching and learning approach that integrates community service with academic study to enrich learning, promote civic and personal responsibility and strengthen communities.

How is service-learning different from community service, internships, etc.?
• Service-learning uses community service as the vehicle for the attainment of students’ academic goals and objectives.
• Community service fills a need in the community through volunteer efforts. Service-learning not only fills that need, but it uses that need as a foundation to examine ourselves, our society and our future. Furthermore, service-learning provides students with opportunities to use newly acquired skills and knowledge in real-life situations.
• It identifies and tracks specific learning objectives and goals, both concrete and intangible.
• Students perform a valuable, significant and necessary service which has a real impact on the community.
• The goal of the service is to empower students and those being served.
• The needs of the community dictate the service being provided.

Information provided by “The Big Dummy Guide to Service-Learning”
ORIENTATION CHECKLIST

☐ SAP
☐ Name Tags
☐ Facility Tour
☐ HR
☐ Matrix
☐ Employee Agreement Forms
☐ I-Button Check-Out
☐ Employee Handbook
☐ Paycheck Payment Dates
☐ Staff Shirt
☐ Senior Staff Introductions
  ☐ Director of LBJ Student Center
  ☐ Associate Director
  ☐ Coordinator
  ☐ Grads
### Office Staff Contact Information

<table>
<thead>
<tr>
<th>Department</th>
<th>Main Line</th>
<th>Main FAX</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director's Office</td>
<td>245.3459</td>
<td>245.1695</td>
</tr>
<tr>
<td>Student Center Operations</td>
<td>245.1641</td>
<td>245.8143</td>
</tr>
<tr>
<td>Building Operations</td>
<td>245.3683</td>
<td>245.1486</td>
</tr>
<tr>
<td>Conference Services</td>
<td>245.2264</td>
<td>245.1715</td>
</tr>
<tr>
<td>Business Office Main Line</td>
<td>245.3454</td>
<td>245.1695</td>
</tr>
<tr>
<td>Student Involvement</td>
<td>245.3219</td>
<td>245.8245</td>
</tr>
<tr>
<td>Planning, Assessment, Leadership &amp; Marketing</td>
<td>245.8295</td>
<td>245.8299</td>
</tr>
</tbody>
</table>
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| CHAPTER 2 | TELEPHONE ETIQUETTE |
| CHAPTER 3 | STAFF DEVELOPMENT |
| CHAPTER 4 | STUDENT EMPLOYEE DEVELOPMENT LEARNING OUTCOMES |
| CHAPTER 5 | SAFETY |
CHAPTER 1
POLICIES, PROCEDURES AND
JOB EXPECTATIONS

Congratulations on accepting your position in the LBJ Student Center. You are an important part of our team, so we put together some information to help you in your transition. Any time you have questions or comments, please feel free to speak with your direct supervisor or any of the Student Center staff members.
EXPECTATIONS

1. First impressions are important. Integrity, honesty and mutual respect are expected at all times.

2. Work schedules should be honored and you should arrive at the office on time.

3. If you bring food into the office, be sure to clean up after yourself.

4. Check in with immediate supervisor upon arrival and departure. Always make sure someone knows you’re here, even if it’s just to say “hi.”

5. Greet all visitors politely and with true assistance in mind. Say “hi” and give a smile!

6. If you don’t know the answer, ask someone.

7. Refrain from loud, excessive or disruptive talking and laughing, and be sure to watch what you say. This is a professional environment.

8. If you do not have anything to do, you may work on homework or read discreetly, but check with your immediate supervisor and other staff first.

9. Limit your use of computer time to work-related issues. If all work assignments have been completed and a computer is available, you may use this time to work on the computer for non-work related issues. However, if at any time it interferes with your work, it will not be allowed.

10. Ask questions and stay informed.

11. Take initiative to find out what needs to be done.

12. Take pride in your work and the work being done around you; all of our work serves our campus and our students.

13. Be creative in your work. Look for ways to improve processes or interesting ways to handle situations. Share your ideas with coworkers. Teamwork is crucial to our operation.

14. Cellphones are allowed with limited use. Too many personal calls interfere with your work.
QUALITY SERVICE

1. Quality is everyone’s responsibility.

2. Quality is the entire transaction, not just the product (clean building, functioning equipment, courteous service, accurate information, etc.).

3. Quality is based upon each customer’s perceptions.

4. Quality is the presence of value, not the absence of problems.

DRESS POLICY

Employees are expected to report to work in attire suitable for a work situation where extensive contact is made with the public. Clothing should be neat, clean and not over-revealing. Clothing should not have inappropriate printing or logos (i.e.: other universities). Adequate personal hygiene is also expected.

Check with your individual office for dress policies specific to your area and/or job responsibilities.
Work Schedule

Students: Your work schedule will vary from semester to semester depending on your class schedule and the needs of your work area. You will need to sit down with your immediate supervisor at the end of every semester to determine your schedule for the next semester.

You will need to provide your supervisor with a copy of your next semester’s class schedule as soon as it becomes available. Work hours will be determined based on that schedule.

Staff: In most cases, staff members are required to work an 8 a.m.–5 p.m. schedule. Variations to this schedule should be approved by your immediate supervisor. Due to the nature of our work, some evening and weekend hours may be required. Staff must earn enough compensatory time to cover energy shut-down days (example: spring break), as determined by the University.

Everyone: Always honor your commitment to your work schedule: you are expected to be on time and work your full schedule each week. If you have an emergency and are unable to come to work, contact your supervisor immediately. On occasion, things happen that are beyond your control, but if you are going to be late more than five minutes, contact the office immediately.
REQUESTING TIME OFF

We value your presence and depend greatly on your help. However, there may come a time when you will need to request time off. If you need time off, submit a request form to your immediate supervisor as soon as possible. Include in your request the dates you will need off and/or times you need off (if only a partial day). We encourage you to find a replacement for your shift. Ask student staff first within your area. If no replacement is available, contact your supervisor and other staff members to ensure that your responsibilities can be taken care of in your absence.

Requests for time off are considered a privilege, so use your judgment in why and how often you choose to request time off.

UNEXCUSED ABSENCES

As a valued member of our team, we depend on your presence to work on the many tasks, projects and services our offices provide to the LBJ Student Center and Texas State community.

Any time you are late or do not come into work, this jeopardizes our services. If you are going to be late or absent, your immediate supervisor needs to be notified and/or prior arrangements made. If at any time, you are scheduled to work and do not show up or contact your supervisor, you will receive a written warning. Three (3) written warnings will result in termination. Communication is the key.

WORK BREAKS

Any time you work four or more consecutive hours, you are entitled to a 15 minute break. At six or more hours, you may take a 30-minute to one-hour lunch break, however, this time is not paid.

ENERGY CONSERVATION

All employees, tenants and customers of the LBJ Student Center are asked to help with energy conservation by turning off lights and equipment when not in use. It is especially helpful to turn off the lights to restrooms on your way out and to turn off the lights in your workspace when leaving for a meeting, a break or lunch. Recycling bins are available on each floor for paper and newspapers. Please do your part to relieve our country’s waste problem.
CHAPTER 2

TELEPHONE ETIQUETTE
ANSWERING PHONES

1. Answer within the first two rings when possible.

2. Push appropriate line and answer. “(Office name), this is (your name), how may I help you?” Anything of this nature will work.

3. Speak slowly and clearly so the person on the other end can understand what you are saying.

4. Give the caller your undivided attention.

TRANSFERRING CALLS

1. Always ask caller’s name, department or affiliation. (“May I ask who you’re with?”) Use scrap paper to write quick notes if needed.

2. Tell caller “One moment please.”

3. Press “Transfer” and dial appropriate extension.

4. Announce call. (“Hello _____, this is ________, you have a call from _______.”)

5. Wait to be sure they wish to take the call.

6. Press “Connect”.

IF NOT AVAILABLE OR CAN NOT TAKE CALL

1. Press the green button next to the phone line they are calling and you will return to the caller.

2. Ask if they would like to leave a written message or if they would like to be transferred to voice mail.

3. Follow procedures for transferring a call to reach voice mail and then press “Connect” or follow procedures for taking a written message.

TRANSFERRING DIRECTLY TO VOICE MAIL

1. Press “Transfer” and enter extension 5.8899.

2. Enter the extension of the person.

3. Press “Connect” to connect the caller directly to the desired voice mail.
TAKING MESSAGES

1. Write legibly and use message books.
2. Write who the message is for.
3. Ask caller to spell first and last name.
4. Ask what department, company or affiliation they represent.
5. Ask for phone number and repeat for accuracy.
6. Ask what the call is regarding, and write it in the comments.
7. If unsure of any information, repeat the message to caller.
8. Write the date and time.
9. Write your initials or sign at the bottom of the message.
10. Place the message in the individual's mail box.
## VOICEMAIL TIPS

<table>
<thead>
<tr>
<th>Function Keys</th>
<th>Action</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Reverses five seconds/repeats message</td>
<td>Reverses five seconds/repeats message</td>
</tr>
<tr>
<td>2</td>
<td>Bypass identity of caller/go straight to message</td>
<td>Bypass identity of caller/go straight to message</td>
</tr>
<tr>
<td>3</td>
<td>Skips forward five seconds within message</td>
<td>Skips forward five seconds within message</td>
</tr>
<tr>
<td>4</td>
<td>Repeats previous message(s)</td>
<td>Repeats previous message(s)</td>
</tr>
<tr>
<td>5</td>
<td>Skips dialed number’s greeting</td>
<td>Skips dialed number’s greeting</td>
</tr>
<tr>
<td>6</td>
<td>Skips to next message</td>
<td>Skips to next message</td>
</tr>
<tr>
<td>9</td>
<td>Redials on-campus caller</td>
<td>Redials on-campus caller</td>
</tr>
<tr>
<td>21</td>
<td>Slows down message</td>
<td>Slows down message</td>
</tr>
<tr>
<td>23</td>
<td>Speeds up message</td>
<td>Speeds up message</td>
</tr>
<tr>
<td>24</td>
<td>Decreases volume</td>
<td>Decreases volume</td>
</tr>
<tr>
<td>26</td>
<td>Increases volume</td>
<td>Increases volume</td>
</tr>
<tr>
<td>71</td>
<td>Allows immediate reply to caller’s mailbox</td>
<td>Allows immediate reply to caller’s mailbox</td>
</tr>
<tr>
<td>73</td>
<td>Forwards a message to another mailbox</td>
<td>Forwards a message to another mailbox</td>
</tr>
<tr>
<td>76</td>
<td>Deletes messages; if pressed again, restores message (If deleted in error) (Note: when you exit your voice mail you cannot restore a deleted message)</td>
<td>Deletes messages; if pressed again, restores message (If deleted in error) (Note: when you exit your voice mail you cannot restore a deleted message)</td>
</tr>
<tr>
<td>77</td>
<td>FAX (will print fax to designated location)</td>
<td>FAX (will print fax to designated location)</td>
</tr>
<tr>
<td>80, 4, 1</td>
<td>Auto-login (this feature automatically sets password on the telephone: it allows you to lift the handset and press the message key to go straight into messages without entering your password each time you check for messages)</td>
<td>Auto-login (this feature automatically sets password on the telephone: it allows you to lift the handset and press the message key to go straight into messages without entering your password each time you check for messages)</td>
</tr>
<tr>
<td></td>
<td>1: Turns on</td>
<td>1: Turns on</td>
</tr>
<tr>
<td></td>
<td>2: Turns off</td>
<td>2: Turns off</td>
</tr>
</tbody>
</table>
### Function Keys

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>82</strong> Record greetings:</td>
</tr>
<tr>
<td>1: External greeting (formal/off-campus callers)</td>
</tr>
<tr>
<td>2: Internal (informal on-campus only)</td>
</tr>
<tr>
<td>3: Temporary (illness, vacation, holiday)</td>
</tr>
<tr>
<td><strong>82, 9</strong> Personal verification (first and last name only)</td>
</tr>
<tr>
<td><strong>84</strong> Change password (minimum seven digits)</td>
</tr>
<tr>
<td><strong>#</strong> End or enter</td>
</tr>
<tr>
<td>***  ** Help (use at any time)</td>
</tr>
<tr>
<td><strong>5.8899</strong> Go directly to a user’s voice mailbox and bypass the recipient’s phone ringing</td>
</tr>
<tr>
<td><strong>Zero out</strong> Special request: allows caller the option to zero (0) to another staff member,</td>
</tr>
<tr>
<td>if you are away from your telephone.</td>
</tr>
<tr>
<td><strong>5.8800</strong> For checking your mail from off campus: dial 245.8800, enter mailbox number (5XXXX) press #, enter password, press #</td>
</tr>
</tbody>
</table>

For more help, contact the IT Assistance Center.

The Information Technology Assistance Center (ITAC) is located in MCS 262.

You can reach us by phone at 245.4822 (ITAC), by email at itac@txstate.edu and by chat at livechat.tr.txstate.edu.
CHAPTER 3

STAFF DEVELOPMENT
ANNUAL REVIEWS

Performance expectations for your position are established at the beginning of the appraisal period (or your first day of work) using the GOJA booklet. GOJA stands for “Guidelines Oriented Job Analysis.” At the beginning of each calendar year, your job performance will be reviewed for the past year using the criteria set forth in the GOJA. During this review, you will have an opportunity to express future goals/needs of your position, including additional training opportunities.

STAFF DEVELOPMENT/CEU’S

Beginning in September 2000, all persons in the Student Affairs Division are required to complete a minimum number of continuing education units each academic year. Professional development activities of the staff in Student Affairs are not limited to the annual CEU requirements. Based on the job classification of the employee, the minimum CEU requirements are:

- Classified Staff 9 hours
- Unclassified Staff 12 hours
- Directors/Administrators 15 hours

For persons employed for only part of a year or less than full time in Student Affairs, CEU requirements are prorated.

Supervisors will provide adequate opportunities to earn CEUs during their work hours. During critical periods, however, supervisors may choose to not allow attendance in continuing education programs.

*An hour is defined as a minimum of 50 minutes of attendance/participation in an acceptable continuing education program or activity.

**Note** This section comes directly from the University website. For more information and for documentation, you may visit: www.vpsa.txstate.edu/staff-resources/ceu-program.
RESIGNATION OR TERMINATION

If you must resign for personal reasons, you are expected to give at least one week’s notice (preferably two weeks) and present a written notice of your resignation to your supervisor. If you do not submit a letter of resignation, you will be listed as "terminated" in your Student Center personnel file. You will also be considered as having resigned under the following circumstances:

1. Walking off the job.

2. Being absent without permission for three consecutive workdays.

3. Failing to return to work within three days following the end of a personal leave of absence (for illness, death or other emergency).

You may also be terminated for not performing your duties in a satisfactory manner.

Upon resignation/termination, an exit interview must be completed and attached to your letter of resignation (if resigning your position only). Any keys, I-Buttons or equipment issued to you must be returned at that time or before.
CHAPTER 4
STUDENT EMPLOYEE DEVELOPMENT
ACADEMIC REQUIREMENTS

All prospective student employees must be currently enrolled in a minimum of six credit hours at Texas State and have at least a 2.25 GPA to be hired. If a student employee drops below a 2.0 GPA during their term of employment, they are placed on probationary employment and must meet the 2.0 minimum by the end of the following semester or their employment will be terminated (appeals may be made to the appropriate Associate Director).

If student employment positions are available in the summer, students do not have to enroll in summer classes to work in the Student Center. They must, however, submit a letter to their supervisor verifying that they plan to enroll in classes at Texas State the following Fall Semester.

TRAINING

Training is a critical part of learning to perform a job to your satisfaction. Mistakes happen in the learning process; however, major errors normally occur when there is a lack of training. Prior to using new equipment, you should be shown how to use it. If you do not know how to use equipment, please be sure to ask a staff member in your office to show you. Ask questions when in doubt.

At the beginning of each Academic year, the Student Center holds the Annual Kick-Off. This is a training program designed for all Student Center employees, including all student staff. Events, team building activities and basic training are provided during this time. All student employees are expected to attend.

In addition, there are times when the University and its departments will offer training to student employees.

EVALUATIONS

Our success is not achieved at the expense of others: it is fueled by and dependent upon others and involves the exercise of self-awareness, confidence, desire and sincerity in and of our relationships.

A performance evaluation is recommended at the end of every semester and is a work tool for positive change. It is a time to discuss problem areas in a calm, quiet voice and offer suggestions to correct problem areas. It is also a time to address the student’s positive performance in a fair and objective way. It will also assist us in measuring the learning outcomes previously discussed.
LEARNING OUTCOMES

Texas State University expects all areas of the University to contribute to its mission of education through a collaborative process. The staff of the LBJ Student Center has developed the following learning outcomes. It is with this set of guidelines that we will measure each year to determine how we have contributed to the University’s mission.

1. Student employees in the Student Center will learn and demonstrate managerial leadership.

2. Student leaders in organizations directly advised by Student Center staff will learn and effectively utilize leadership skills.

3. Customers and users of the Student Center will have an exceptional customer service experience.

4. Students who participate in Student-Center-sponsored programs will be able to articulate how involvement is connected to their personal growth.

Learning outcomes are the measurement of your experience at the LBJ Student Center. Did you learn life skills? Did you gain new skills? Can your experience translate to your chosen career or major? What additional training or information do you need?

Together we’ll all learn more!
# STUDENT ORGANIZATION LEADERSHIP RUBRIC

<table>
<thead>
<tr>
<th>Levels → Variables ↓</th>
<th>Member 1 point</th>
<th>Volunteer/Contributor 2 points</th>
<th>Coordinator 3 points</th>
<th>Organization Veteran 4 points</th>
<th>Visionary 5 points</th>
<th>Points for Variable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Nuts and Bolts</strong></td>
<td>Know responsibilities of membership, organization structure, other members, meeting schedule, icebreakers</td>
<td>How to: Contribute, move up, brainstorm, use computer for organization activities, publicize activities, follow through. Learn more about assertiveness, communication, team building, group dynamics, elements of responsible membership and membership roles</td>
<td>How to: Run meetings, take minutes, do things effectively—PR, budget, understand and implement standard operating procedures, delegate, assess/solicit input, recruit and retain members, anticipate/coordinate planning, make the transition to new leadership</td>
<td>How to: Let others do things; share leadership; hold others accountable; coach and be a resource to others; encourage ownership and participation; relate to the bigger picture; teach, train and inspire others; be a spokesperson/ambassador; be an ethical leader</td>
<td>How to: Connect the dots in the big picture, bridge personal and organizational gaps, coach for context, recognize and articulate boundaries within which the organization works, objectively assess and evaluate organization actions and efforts, &quot;know when to hold/when to fold,&quot; know how and when to use different communication styles</td>
<td></td>
</tr>
<tr>
<td><strong>People and Places</strong></td>
<td>Learn Texas State resources—learn what's what on campus and learn to identify different opportunities with upperclassmen and other coaches/mentors</td>
<td>Build skills in partnering/collaboration, get to know who's who on campus</td>
<td>Network beyond the campus (other colleges, community); know everyone well enough to recognize changes, problems; identify skills/potential of all members; seek ways to contribute back/become a resource on campus; explore career options related to leadership and student affairs</td>
<td>Make connections to community vision and mission; know everything from member, volunteer/ contributor and coordinator areas; be acquainted with everyone in the organization; know its history (who, what, why); be able to distinguish doing things right from doing the right thing</td>
<td>Network beyond the campus (other colleges, community), know everyone well enough to recognize changes and problems, identify skills/potential of all members, seek ways to contribute back/become a resource on campus, exploring career options related to leadership, student affairs</td>
<td></td>
</tr>
<tr>
<td><strong>Personal Skills</strong></td>
<td>Assess own interest/desire to belong and contribute to group(s), learn to become a good member, establish connections, determine personal fit, build time-management skills</td>
<td>Stretch personal boundaries and experiment with them, learn more about relationship dynamics, gain perspective through reflection, process personal experiences</td>
<td>Learn and build new personal boundaries, learn how to say &quot;no,&quot; manage priorities, identify and include diverse perspectives, develop cognitive expansiveness. Make the move from management to leadership</td>
<td>Move from task to process orientation; adjust to new ways; accept and learn new ways; have good public speaking, writing and presenting skills; be able to shift between on-stage and back-stage roles; be a role model; be receptive to people and ideas; be able to set aside personal ideas/agendas for organization</td>
<td>Able to turn ideas into action; trusts others to do and learn; supports others learning; demonstrates faith in others; is able to &quot;stay above the fray&quot;; has a strong sense of self-confidence, trustworthiness and clarity; challenges others to grow; is able to translate campus experience to life after college</td>
<td></td>
</tr>
</tbody>
</table>

**NAME:**

**TOTAL POINTS:**  

/15
EXAMPLES OF STUDENT LEADERSHIP LEVELS

TASKER
Completes repetitive tasks such as filing paperwork, shredding, polishing and dusting and making copies. They do not identify themselves as a part of the Student Center and only work for the purpose of a paycheck (or to complete community service hours). Their benefit to the Student Center is completing the tasks that no one else wants to do.

EMPLOYEE
Completes general tasks such as answering phones, working a front desk where they greet others, answer minimal questions and are able to refer general questions that they do not know the answers to. These student employees have no responsibility over other employees, however, their attitude towards their job is more positive than those of Taskers. They are able to complete their assigned tasks with little to no supervision. These student employees feel a sense of belonging within the Student Center and enjoy taking a small piece of ownership over their specific tasks.

MANAGER
Knows and can complete all tasks of their functional area; is trained to supervise and, in some cases, hire and fire student employees. Completes tasks such as scheduling, leading a team or committee and answering employee questions. Volunteers in other areas of the Student Center to help benefit their functional area. These student employees are eligible to go to conferences and receive management training; many of these students take it upon themselves to obtain these experiences.

LEADER
Regularly completes tasks such as opening and closing, cash handling and policy implementations. They see their position both as a résumé builder and as an important part of the Student Center. These students are sought out by full time staff to serve on committees or provide input. This level of student employee is a leader of other students and may even be a stated supervisor.

TEAM MEMBER
These student employees not only fully understand their functional area but the Student Center as a whole. Other employees know to follow their lead. Team members are knowledgeable enough to make important decisions and inform their supervisor after the decision has been made. They are able to take on responsibilities of full-time staff members and see themselves as a vital part of the Student Center. They see their job as professional experience and as an important résumé builder. They fully understand and try to fulfill the vision and goals the Student Center.
### Developing Leadership Through Student Employment

<table>
<thead>
<tr>
<th>Levels</th>
<th>Tasker</th>
<th>Employee</th>
<th>Manager</th>
<th>Leader</th>
<th>Team Member</th>
<th>Points for each variable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variables</td>
<td>1 point</td>
<td>2 points</td>
<td>3 points</td>
<td>4 points</td>
<td>5 Points</td>
<td>30</td>
</tr>
<tr>
<td><strong>Type of tasks and jobs trained to perform</strong></td>
<td>Completes menial tasks of their functional area</td>
<td>Completes tasks of their functional area and makes small decisions over tasks</td>
<td>Completes all tasks of their functional area, manages students and performs staffing duties</td>
<td>Completes all tasks of their functional area; comprehends basic management or leadership theories</td>
<td>General understanding of all tasks of facility, leadership and management theories, vision and goals of the LBJ Student Center</td>
<td></td>
</tr>
<tr>
<td><strong>Level of discretion</strong></td>
<td>None</td>
<td>A small amount of discretion over their tasks</td>
<td>Some discretion over procedures and students working in their functional area</td>
<td>Significant level of discretion developed within vision of the LBJ Student Center</td>
<td>High level of discretion developed within the vision and goals of the LBJ Student Center</td>
<td></td>
</tr>
<tr>
<td><strong>Amount of supervisory responsibility</strong></td>
<td>None</td>
<td>Only over tasks</td>
<td>Over student employees of their functional area</td>
<td>May be stated supervisor or seen as one by students or full-time staff</td>
<td>Over entire facility and all student employees, whether stated or implied</td>
<td></td>
</tr>
<tr>
<td><strong>Student employee's perception of their role in LBJ Student Center</strong></td>
<td>Task doer; not important to success of the LBJ Student Center</td>
<td>Feels a small sense of belonging; takes a small amount of ownership in their functional area</td>
<td>Sees self as an important part of daily operations in their functional area as well as the LBJ Student Center</td>
<td>Sees self as an important part of the LBJ Student Center and as a leader of other student employees</td>
<td>Sees self as a vital member of the LBJ Student Center team and a leader to other student employees</td>
<td></td>
</tr>
<tr>
<td><strong>Student employee’s rewards</strong></td>
<td>Paycheck</td>
<td>Paycheck; small sense of belonging</td>
<td>Receives management training and higher pay rate</td>
<td>Leading other student employees and gaining valuable life and work experience</td>
<td>Professional experience and an opportunity to make a difference in the LBJ Student Center</td>
<td></td>
</tr>
<tr>
<td><strong>Benefit to LBJ Student Center</strong></td>
<td>Someone to complete tasks</td>
<td>Someone to complete tasks with little supervision</td>
<td>Someone who can make responsible day-to-day operation decisions over their functional area of the LBJ Student Center</td>
<td>Someone who is responsible to lead others and give input to full-time staff within the LBJ Student Center</td>
<td>Someone who is capable as full time staff members and takes ownership in the LBJ Student Center</td>
<td></td>
</tr>
</tbody>
</table>

**Total Points:** ___/30
Please review the following emergency procedures. Each department or area should designate individuals to assist with the evacuation of their area in the event of a fire alarm or tornado warning. All offices will be provided with written evacuation procedures. The circumstances surrounding an emergency will dictate alteration of these procedures to fit the specific situation.

Telephone or have someone telephone the University Police Department (UPD) at 911 and provide the following information:

1. State the nature of the emergency (fire, injury, etc.)

2. Give the exact location of the emergency.

3. Give your name and the telephone number from which you are calling or where you may be reached and any other requested information.

During a normal work week, follow the appropriate chain of command for reporting an emergency. Call your immediate supervisor. The supervisor should contact the Associate Director. The Associate Director will contact the Director of the LBJ Student Center.

If the emergency occurs after 5 p.m. or on a weekend, call 911 and your immediate supervisor. If necessary, get out of the building.
**FIRE ALARMS**

All employees should familiarize themselves with fire evacuation procedures, location of exits, fire evacuation routes, the location of fire extinguishers and the location of fire alarm boxes. You may check with your immediate supervisor for this information.

If you notice a fire, activate the nearest fire alarm box and notify the University Police at 911.

1. Give the exact location of the fire.

2. Give your name and the telephone number from which you are calling or where you may be reached and any other requested information.

If a fire alarm is sounded, evacuate the building and go to your assigned area. All Student Center employees are expected to assist with the evacuation. Employees should be prepared to assist disabled students as needed with building evacuation.

Occupants should proceed to the nearest exit: If that exit is blocked due to smoke or fire, proceed to another available exit. Elevators are not considered to be exits; only doors that lead outside the building at ground level and open from the interior should be considered exits.

If possible, close all doors when leaving the building.

Gather at your assigned area (check with your immediate supervisor) and wait for an “all clear” from your monitor before re-entering the building.

**FIRE EXTINGUISHERS**

For protection in case of a fire, all University personnel in the Student Center are requested to become familiar with both the location and operating procedures for the fire extinguishers located in the Student Center, especially those adjacent to their work area. Fire extinguishers are for use in controlling small fires such as trash cans, etc. Employees should not attempt to fight major fires but instead should help with evacuation of their area.

All of the fire extinguishers in the Student Center are multi-purpose extinguishers and may be used on all types of fires.

To operate: hold extinguisher upright (vertical). Pull the pin (a metal or plastic pin goes through the handle to prevent accidental discharge). Direct the contents at the base or bottom of the fire and continue to apply until the fire is fully extinguished.

Check with your supervisor for locations of the fire extinguishers.
SEVERE WEATHER/TORNADO ALERT

A “tornado alert” or “tornado watch” indicates that weather conditions are favorable for a tornado. A “tornado warning” indicates that a tornado has been sighted in the area. In times of severe weather conditions, the University Police Department will contact the Director or the Associate Director/Operations to notify us that there is a “severe weather watch.” If the severe weather watch is upgraded to a tornado warning (i.e.: a tornado has been spotted in the immediate area), the Director or Associate Director/Operations will then ask the staff to take the following precautions:

1. Stay away from glass (move to inner hallways, restrooms, etc.).
2. Stay away from large rooms.
4. Discourage staff and students from leaving the building.

BOMB THREATS

When a bomb threat is received, every effort should be made to keep the person on the line talking:

1. If someone is in the office with you, try to get their attention to call the University Police Department at 911.
2. Write “bomb threat” and the caller’s phone number on a notepad. When the person calls UPD, let them know that a threat has come in, that the person is still on the line talking and the phone number called in on.
3. The Associate Director/Operations should be contacted at 512.245.1641.
4. Under no circumstances should a search be made to locate the bomb.
ACTIVE SHOOTERS

If possible, exit the building immediately and call UPD at 911. When that is not possible, you should follow the steps below:

1. Clear the hallway immediately and/or remain behind closed doors in a locked or barricaded room. Stay away from windows.

2. Remain calm and quietly call UPD at 911.

3. Evacuate the room only when authorities have arrived and instructed you to do so.

4. Do NOT leave the room or unlock the door to see what is happening.

5. Do NOT attempt to confront or apprehend the shooter, unless as a last resort.

6. Do NOT assume that someone else has called police or emergency personnel.

CLOSING OF TEXAS STATE DUE TO EXTREME WEATHER CONDITIONS

Texas State will remain open during severe weather unless conditions are such that the majority of students, faculty and staff are unable to travel through city streets and other thoroughfares leading to the campus, or unless a fuel curtailment to the University causes a critical shortage of energy. In the event the University plans to close offices and/or suspend classes, area television and radio stations will be notified. (If Texas State is not on the news media’s list of schools and businesses to be closed, the University will be open for business as usual). The official decision to close will be made by the President and transmitted to the Director of Media Relations and Publications, whose responsibility it will be to notify the news media and the University switchboard. Radio Station KGNB (92.0 FM/ 420 AM) usually announces closings. If you are unsure whether the University is open or closed during periods of extreme weather, call 245.2424 and listen to the recorded message. If the University is open, you are expected to make every reasonable effort to come to work.
SAFETY AND ACCIDENT PREVENTION

All employees are encouraged to take proper concern when carrying out their duties. Every effort should be made to avoid and prevent on-the-job accidents. Remember, think first: an ounce of caution can save us all a lot of problems. An accident can happen any time, anywhere, so help us make this a safe environment by thinking before you carry out a task.

To protect against accidents, employees are expected to report all unsafe personal acts, as well as unsafe physical conditions, to their supervisors so that corrective action may be taken to prevent further injuries. Remember, our number one goal at all times is prevention.

We all have a responsibility to prevent accidents—the burden of prevention belongs to us all—you, your co-workers and your employer.

Accidents are usually the result of unsafe employee acts or unsafe conditions. Most accidents happen because someone was not paying attention. They tried to lift something incorrectly, tried to walk across a slippery floor or were careless with a tool or piece of equipment. In other words, they allowed the accident to happen. If they had been alert, they could have prevented the accident.

If we’re safety-conscious and keep our eyes and ears open for unsafe conditions, we can prevent accidents. Safety doesn’t just happen; it takes effort on our part. Remember: “Safety is no accident.” Thank you for your help in preventing accidents.

MEDICAL EMERGENCIES

If there is a medical emergency, telephone or have someone telephone the UPD emergency number 911 and, if possible, perform First Aid until someone arrives.

1. State the nature of the emergency.

2. Give the exact location of the emergency.

3. Give your name and the telephone number from which you are calling and where you may be reached and any other requested information.

Telephone or have someone telephone the Student Center Director or Associate Director/Operations and notify them of the emergency. Begin with your immediate supervisor if necessary.

If you can, assign someone to stand in front of the Student Center to escort the UPD officer or EMS personnel to the exact location of the emergency victim.

Upon being notified of the accident, supervisors are responsible for contacting the Building Operations Supervisor so that a Texas State Accident Report can be filled out. In case of serious injury or death, the Personnel Office should be contacted immediately.
ON-THE-JOB ACCIDENTS

If an accident should occur, you should first attend to the injured party (acquiring medical assistance if necessary) and then notify the immediate supervisor. This should be done as soon as possible. All pertinent statements or evidence should be collected as quickly as possible to ensure that adequate and correct information is available.

Upon being notified of the accident, supervisors are responsible for contacting the Building Operations Supervisor so that a Texas State Accident Report can be filled out. In case of serious injury or death, the Personnel Office should be contacted immediately.

If an employee has a minor emergency (minor cuts, scrapes, burns, etc.) during normal work hours, they should go to the Student Health Center, where medical personnel can treat the minor emergency quickly.

If an employee experiences a major medical emergency, call UPD at 911 and follow the steps listed under MEDICAL EMERGENCIES.

UNIVERSITY EMERGENCY PROCEDURES

For university emergency procedures including, fire, medical emergencies, tornadoes, loss of utilities, spills, flood, active shooter emergency response and evacuation, please visit emergencyinfo.txstate.edu

SIGN UP FOR TXSTATE ALERTS HERE
Scan with your smart phone
The Texas State University System is governed by a nine-member Board of Regents appointed by the Governor. In addition, a non-voting student regent is appointed annually to the Board.