Texas State University
Round Rock Campus

Staff Handbook
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<tr>
<th>Department</th>
<th>Office</th>
<th>Phone</th>
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<tr>
<td>Administration</td>
<td>Avery 401</td>
<td>512-716-4422</td>
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<td>Business Services</td>
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<td>512-716-4423</td>
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<td>Campus Coordinator</td>
<td>Avery 401</td>
<td>512-716-4422</td>
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<td>Campus Instructional Technology</td>
<td>Avery 112</td>
<td>512-716-4220</td>
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<td>Campus Technology</td>
<td>Avery 304</td>
<td>512-716-4301</td>
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<td>College of Applied Arts</td>
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<tr>
<td>Criminal Justice</td>
<td>Avery 464N</td>
<td>512-245-2174</td>
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<td>Occupational, Workforce &amp; Leadership Studies</td>
<td>Avery 464K</td>
<td>512-716-4541</td>
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<td>College of Education</td>
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<td>Counseling, Leadership, Adult Education &amp; School Psychology</td>
<td>Avery 111</td>
<td>512-245-5865</td>
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<td>Curriculum &amp; Instruction</td>
<td>Avery 464F</td>
<td>512-716-4535</td>
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<td>College of Fine Arts &amp; Communication</td>
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<td>Journalism &amp; Mass Communications</td>
<td>Avery 464F</td>
<td>512-716-4641</td>
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<td>College of Science &amp; Engineering</td>
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<tr>
<td>Computer Science</td>
<td>Avery 464X</td>
<td>512-245-3409</td>
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<td>Counseling Practicum Clinic</td>
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<td>Custodial</td>
<td>Avery 114</td>
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<td>LBJ Institute for STEM Technology &amp; Research</td>
<td>Avery 462</td>
<td>512-716-4531</td>
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<td>Library</td>
<td>Avery 255</td>
<td>512-716-4701</td>
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<td>Maintenance</td>
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<td>McCoy College of Business Administration</td>
<td>Avery 464A</td>
<td>512-716-4449</td>
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<td>One Stop Center</td>
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<td>Parking Services</td>
<td>Avery 250</td>
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<td>Small Business Development Center</td>
<td>Avery 265</td>
<td>512-716-4825</td>
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<tr>
<td>St. David’s School of Nursing – Main Office</td>
<td>SON 337</td>
<td>512-716-2900</td>
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<td>St. David’s School of Nursing - Admissions</td>
<td>SON 117</td>
<td>512-716-2910</td>
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<td>Student Health Center</td>
<td>SON 116</td>
<td>512-716-2977</td>
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<td>University Police</td>
<td>Avery 250</td>
<td>512-716-4911</td>
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<td>Writing Center</td>
<td>Avery 203</td>
<td>512-716-4077</td>
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1. Welcome!

Welcome to the Round Rock Campus of Texas State University! We are very pleased to have you join our team. This handbook provides information regarding our mission, values and strategic objectives. It also provides guidance on how we wish you to perform your work responsibilities.

Staff working at the Round Rock Campus report to different university leaders. For those who report to the Assistant VP of Academic Affairs (AVP), you are responsible for administration of the campus including student services provided by the One Stop Center, technology services provided by the Campus Technology Center and other administrative functions including marketing and business services.

St. David’s School of Nursing (SON) staff report to the Director of the School of Nursing. Please see the St. David’s School of Nursing web page on the university web site for information about the mission, values and strategic objectives for the School of Nursing.

Staff reporting to other functional organizations are responsible for classroom technology, facilities, library, parking, police, grants, and small business development. You report to functional leaders in San Marcos and follow the functional policies and procedures of your department. You are also responsible for following the campus mission, values and objectives outlined in this handbook.

2. Mission of the Round Rock Campus

The Round Rock Campus provides quality educational delivery systems, student support services, and training opportunities to students and the community in North Austin and Williamson County. To accomplish these goals, the RRC Avery Building expands on the quality instruction of the faculty by providing:
   a. Instructional facilities equipped with the latest technology,
   b. Efficient and effective student support services,
   c. Career training responsive to community needs, and
   d. Courteous, top-quality customer service for faculty, students, and guests.

3. Values We Embrace
   a. People come first.
   b. We function as a student centered institution.
   c. We strive to provide courteous, friendly and fast service.
   d. We believe in working together as a team provides a more well-rounded result.
   e. We value a diverse workforce, encourage creativity and seek diverse opinions
   f. We strive to maintain a positive and collegial work environment where everyone learns and is empowered to do their best.
   g. We strive to continuously improve the quality, effectiveness and efficiency of everything we do.
h. We do the right thing, are honest and follow the highest ethical standards in everything we do.

i. We use leading technology to improve service quality and to accelerate service delivery to students, faculty and staff.

4. Strategic Objectives
   a. Course Offerings
      i. RRC students have a schedule of classes that includes course offerings options that allow them to complete their degrees locally in 3 years.
      ii. Each semester the RRC Advising staff review the sequence of courses offered for each of the RRC majors over the past three years and determine whether the programs are being offered in a three-year sequence.
      iii. The annual student satisfaction survey in the spring semester includes questions regarding student satisfaction with course selection and course days and times. At least 78% of the respondents will select satisfied or very satisfied on these questions.
   b. Faculty Support
      i. Faculty teaching at the RRC receive the Campus Technology Center (CTC) instructional and technology support they need to teach their classes.
      ii. The CTC staff will offer training sessions throughout the semester on the use of technology for faculty. 75% of the faculty participating in these sessions will be given a post-training survey and will select satisfied or very satisfied the statement, “This training provided by the CTC better prepared me to successfully perform my job.”
      iii. CTC staff log assistance calls they receive from faculty indicating the technology or training support requested and delivered. Following the call, the CTC will email a brief post-service satisfaction survey to sample 25% of the faculty members who have been helped. On a monthly basis, the response will be reviewed. At least 90% of the faculty, who complete the post-service survey, will select satisfied or very satisfied to the statement, “The support provided by the CTC staff helped me to successfully perform my job.”
   c. Student Services
      i. RRC students have access to academic support services that help them maximize their performance in coursework.
      ii. Students who attend academic advising appointments receive an email with an optional post-appointment survey. The survey will ask students to respond to the following question on a scale with 5 being strongly agree and 1 being strongly disagree: “The RRC provides me with academic support services needed to help me succeed in my courses.” At least 75% of students who complete the academic post-appointment survey will respond that they agree or strongly agree.
iii. The annual student survey in the spring of each year includes questions regarding student satisfaction with services in the areas of academic advising, testing center, career services, disability services, financial aid, veteran’s affairs, writing center and workshops. At least 75% of the respondents who feel the service applicable will select satisfied or very satisfied on these questions.

5. University Resources
   a. Please refer to these University resources for information regarding university policies and procedures.
   b. Staff Handbook - Provides basic information about Texas State, your job, and what is expected of you. This handbook is designed to give you a basic overview of Texas State University policies, procedures, and benefits.
   d. University Web Site – Additional information you will find helpful in performing your jobs. www.txstate.edu

6. Campus Resources
   a. Please read, understand and follow the guidelines provided in the campus resources listed below.
   b. Round Rock Campus Staff Handbook – Provides information regarding the mission, values, strategic objectives, customer service and other guidelines that you should follow as you perform your assigned responsibilities at the Round Rock Campus. You should read this handbook and send the signed Acknowledgement of Receipt form at the end of this document within the first week of employment at the Round Rock Campus
   c. Round Rock Campus Operating Guidelines - TRACS site where campus guidelines are located. Access the TRACS site to find information about campus business processes and guidelines for complying with University policies and procedures.
   d. Campus Web Site – Additional information about the Round Rock Campus. http://www.rrc.txstate.edu/

7. General Guidelines
   a. Please follow these general guidelines as you perform your assigned responsibilities.
   b. Punctuality
      Be punctual.
   c. Openness
      Be open to new ideas and working on tasks outside your specific job description.
   d. Quality
      Check your work and take the time needed to do things right the first time.
   e. Continuous Improvement
      Strive to continuously improve the quality, effectiveness and efficiency of tasks assigned to you.
f. Creativity
Thinking outside the box and proposing creative new solutions to problems is encouraged.

g. Professionalism
Do not use curse words, tell off-color jokes, make derogatory slurs or use any other type of inappropriate language.

8. Customer Service Guidelines
a. Friendly, Courteous & Prompt
   i. Be friendly and courteous to all students, all faculty and all staff.
   ii. Greet everyone and take the time to engage others in friendly conversation.
   iii. Respect the time of others and do not overstay your welcome or force others to engage in prolonged conversations that prevent them from performing their assigned work responsibilities.

b. Phone Calls
   i. Calls to publicly available campus phone numbers must be answered.
   ii. Staff work schedules, lunch hours and breaks should be planned so that phones are always answered.

c. Take Ownership of Requests
   i. Resolve straightforward student and faculty requests in real-time.
   ii. If you are unable to personally resolve the request, walk the student or faculty member to the person who can.
   iii. If the problem is not able to be resolved immediately, seek agreement with the student or faculty member regarding your commitment to resolve the problem, the method you will use to communicate resolution and then meet these commitments.

d. First Impressions
   i. A calm relaxed smile says that you enjoy your work and enjoy meeting people.
   ii. That kind of smile puts everyone at ease, and makes for a great first impression when anyone enters our office.
   iii. Building rapport begins with the first impression.

e. Little Things Count
   i. Great customer service is knowing and doing the "little things" right.
   ii. There are some very basic things that make a big difference to customers.
   iii. Smile as the customer walks in the door.
   iv. Shake hands – don’t be afraid to extend your hand.
   v. Welcome our customers – “Hi, how are you?” “May I help you?”
   vi. Use your name – “My name is … May I help you?”
   vii. Use the customer’s name – “May I say who is calling, who is here…?”
   viii. Acknowledge your customers, especially if you are busy – look up, smile, recognize them and let them know you will help them.
ix. Speak clearly and smile! Use communication skills. This is also a good time to fine tune them. (It’s not what you say, but how you say it!)

x. You can never say “Thank You!” too many times.

xi. Respect our environment. A clean office and classrooms are a must. Make a mess? Clean it up!

xii. Never mislead the customer (it just makes them mad later).

xiii. Do not be afraid to say, “I’m new here,” or “I don’t know” or ask someone (better to say I don’t know than tell them something wrong!).

xiv. Do not be afraid to say, “I’m sorry.”

xv. Show empathy (with their predicament). You may be in their shoes one day, if you have not already. Treat people how you want to be treated.

xvi. Listen to your customer and use the 75/25 rule. (Let them do 75% of the talking, you do 25%).

xvii. If you do not know the answer to their question, tell them that, and assure them you will do your best to find the answer...and do it!

f. Stress and Conflict

i. We want a professional presence, which means having credibility with all types of customers. It’s hard for customers to trust and depend on us if we have uncontrollable outbursts. If others see us react irrationally or emotionally, we damage our relationships and influence with them. Customers will take the cue from you. If you are in control and able to handle problems, the customer will also remain calm

ii. Sometimes a visitor may become hostile or out of control. Do not feed into this type of behavior. Remain calm and keep a clear head for your resolution to surface without reacting on an emotional level.

iii. Know triggers: Identify what makes you mad. Awareness can lead to a responsible reaction rather than turning into a raving maniac. Think wise and try not to let them push your hot buttons. Control your responses. If someone makes you mad by being rude, it is never a bad idea to just say NOTHING. (The old count to ten...)

iv. Diffuse emotional situations. Be empathetic to those students coming in (especially at registration) who are emotional, stressed and harried. You can use phrases to help diffuse a difficult person/situation: “I understand...” “I’m so sorry that happened to you...” “I can see why you feel that way...” “Wow, that’s awful...let’s see what we can do to help.” Above all, let them talk and get it out (use the 75/25 rule; let them do 75% of the talking.)

v. Use the stone method. Instead of getting defensive and angry, don’t react at all. Keep all signs of anger under wraps. Remain in control.

vi. Be patient. Under stress, we sometimes react too quickly. Let the person finish their sentence or thought. In waiting to respond verbally, you create a strong image. Again, you appear in control. Count to ten, sit or stand still. When you begin to speak, speak slowly, quietly and carefully weigh your words.
vii. Seek a new perspective. Put the situation in perspective. Will what this person says at this moment change your life? Poke a little fun at yourself and the circumstances. It will help you feel better and help everyone around you feel at ease.1 Do not take their comments personally.

viii. Use your supervisor. If your efforts to calm the customer and deal with their request are not successful, invite your supervisor to join you.

9. Projects and Tasks
Staff and student workers are expected to complete projects assigned to them to the best of their abilities and within the constraints of time lines provided to you. We expect you to always strive for excellence in the quality of your work. If assigned a project, you must let your supervisor or the staff member who assigned the project to you know the status of the project before you leave for the day. Please do not pass the project on to another person without notifying a fulltime staff member, and do not leave the project uncompleted. Remember, we are depending on you to finish your work!

10. E-Mail, Phone, & Mail Communications
   a. 24 Hour Rule
      i. Respond and resolve requests within 24 hours of receipt.
      ii. For requests that cannot be completed within 24 hours, acknowledge receipt of the request and provide a date when you will respond and or resolve the request.
      iii. Organize requests so that you respond and resolve to commitments in a timely manner.
   b. Over-Communication
      i. Send eMail messages to only those with a need to know.
      ii. Do not “Respond All” when a response to the person sending the email is all that is needed.
   c. Face-to-Face Communications
      i. Face-to-face communications are preferred over email exchanges.
      ii. Get up, walk around and speak directly to your colleagues.
   d. Use Outlook to schedule face-to-face meetings.
   e. Use email to summarize agreements and or communicate to a larger audience.

11. Dress Code
   a. Professional Dress Required
      i. Dresses, skirts, suits, or slacks for women
      ii. Collared shirt (polo or button-up) and slacks for men.
      iii. Students may wear neat and non-offensive t-shirts and blue jeans.
      iv. Custodians & maintenance workers wear a uniform and have a badge identifying who they are.
      v. Staff may wear jeans or walking shorts ONLY on days when extensive physical labor or unusual work conditions/circumstances are anticipated.
   b. Inappropriate Dress
i. Sheer or see-through blouses or dresses
ii. Midriffs, tank tops or undershirts
iii. Torn or dirty clothing
iv. Shorts, blue jeans, or sweat pants
v. Extremely short skirts or dresses
vi. Capri or clam diggers

12. ACKNOWLEDGEMENT OF RECEIPT OF STAFF HANDBOOK

This acknowledges you have reviewed, understand and agree to follow the expectations, standards and policies identified in this document. Staff reporting to the Assistant VP Academic Affairs should return the acknowledgement form to the Business Manager within the first week of employment.

____________________________________  ____________________________
Signature                                 Date

____________________________________  ____________________________
Assistant VP Academic Affairs Signature  Date