

College at Brockport

Seymour College Union

Student Employee Handbook

Fall 2008

Table of Contents

Welcome Letter.....	3
Campus Life Mission Statement and Areas of Responsibility.....	4
Seymour College Union.....	5
Student Employees and the Union.....	5
Student Employee Evaluation Process.....	5
Employment Contract.....	6-7
General Rights of Employers/Employees.....	8
Responsibilities and Expectations.....	8
Take That Extra Step.....	8
Show Appreciation.....	8
Know Your Product and Be Able to Communicate It.....	9
Friendly Attitude.....	9
Personal Appearance and Dress.....	9
Language.....	10
Cell Phones, Laptops, Instant Messaging, etc.....	10
Studying and Eating.....	10
Product and Workstation.....	10
Customer Service.....	10
Lost and Found.....	11
General Safety Procedures.....	11
Power Outage.....	11
Fire.....	11
Injury/Accident.....	12
Automatic External Defibrillator.....	12
Damage to the Facility.....	12
Hours of Operation.....	12
Facilities Available in the Seymour College Union.....	13
Information Desk Services.....	13
Smoking.....	13
Shirt and Shoes.....	13
Vehicles on the Sidewalk.....	13
General Operations.....	13-14
Telephone Use and Transferring Calls.....	14
Employee Information.....	15
Campus Posting Policy.....	15-16
Events and Room Reservations.....	16
Performance Standards.....	16
AV Room and Storage Areas.....	16
Brockport Student Government.....	16
Clubs and Organizations.....	17
Campus Life Staff.....	17
Change.....	17
Copies.....	17
Keys.....	17
Lobby Space.....	18
Lockers.....	18
Lodging Accomodations.....	18
Newspapers.....	18
Opening of Meeting Rooms.....	18
Stylus.....	18
Teleconferences.....	18

January 2007

Student Employees
Seymour College Union
SUNY Brockport

It is a great pleasure to welcome you to our staff in the Seymour College Union! We realize that student employees are one of our most valuable and vital resources, a vehicle for leadership development and a means for promoting the role of “students helping students.” It takes approximately 30 of you to cover all that this department represents; office coverage, information desk, and the Gallery services throughout the year. We could not do it without you.

The Seymour College Union staff has prepared an excellent training program for you. As you get started, remember that it is you that we look to you for new energy, new ideas and new challenges each semester. I encourage you to get to know our exceptional staff as well as other student employees from other parts of the department.

Remember that we value you as a member of our Seymour College Union team. If you have a suggestion or an idea that can help us improve what we do, please let us know. Have a great semester and make it a wonderful year for as many people as you can.

Sincerely,

Kimberley Haines
Director of Campus Life

Campus Life Mission Statement

The Office of Campus Life advances the College's mission of student success through collaborative efforts with faculty, staff, and students. With student success as our highest priority, the Campus Life personnel share the responsibility with the campus community in creating facilities, programs, and services that allow students diverse opportunities for personal growth and development.

Campus Life, in partnership with student leaders, organizes and produces recreational, social, cultural, and educational programs for the College at Brockport's students. Some of the responsibilities of Campus Life are:

Welcome Weekend

Homecoming Weekend

Family Weekend

Advising the Brockport Student Government

Advising Fraternities and Sororities

Campus Wide Programming

Off-Campus Student Services

Seymour College Union Operations including the Gallery Lounge and Gameroom

Professional Management of WBSU 89.1 "The Point"

Weekend Getaways

Reservations

Event Policy Management

The Seymour College Union

The Seymour College Union is part of both the educational program and the social life at SUNY Brockport. Utilizing various organizations, committees, students and staff, the Seymour College Union provides cultural, social, recreational and educational programs designed to enhance leisure activities complimentary to the classroom experience. Through all its roles and functions, the Union strives to foster self-directed activities for students, providing the maximum opportunity for self-realization and growth in individual social skills and group effectiveness.

Student Employees and the Seymour College Union

In accepting employment in the Seymour College Union, you become an employee of the Office of Campus Life and will be expected to fulfill the requirements and meet the established standards of your job.

As a student employee, you play an important role in the Seymour College Union. You will provide information and services to everyone who utilizes the building. For many people, their impression of the Seymour College Union and the entire College will be affected by the way you represent us. Please be conscious of this and always be polite and helpful. Your key responsibility is to assist all who call or come to the Information Desk, Office of Campus Life, or Gallery Lounge and Gameroom. If you cannot answer a question, please call and find out the information or contact someone or an office that can help. No one should leave the Information Desk, Office of Campus Life, or Gallery with an unanswered question or feeling that they have not been helped by a competent, conscientious employee. Never say, "I don't know." **PLEASE FIND OUT!** If you reach a point where you have exhausted all resources, please take the person's name, phone number, and email so that we can try to follow up with them once we do find an answer to their question.

Student Employee Evaluation Process

Always remember that you are responsible for your performance and you are expected to take that responsibility seriously. Your student manager or supervisor is required to do a formal, written evaluation of the students they supervise at the end of each semester.

Our performance evaluation system is a process, based on a two-way discussion and mutually working together toward agreed upon goals. Viewed as a process, evaluation really begins with your initial training where the details of the job description are explained, standards and expectations for performance are communicated and you are informed about policies.

Evaluation continues on a day-to-day basis throughout the semester, with your supervisor's feedback, follow-up occurring to correct problems before they get out of hand, coaching to support your improvement and striving towards excellence.

Employees will be formally evaluated prior to the end of each semester. Written evaluations, completed by the Union Manager team in conjunction with the Campus Life Staff Assistant, will be discussed with each staff member. Recommendations for reappointment will be based on these evaluations.

**Seymour College Union
Campus Life Employment Contract**

This contract is a formal employment agreement between the Office of Campus Life and _____ for the fall 2008 semester; employment beyond the fall 2008 semester is subject to the discretion of the Director of Campus Life and/or her designee. The terms of employment are outlined below for all student employees hired to work for the Office of Campus Life, as well as the consequences for any violation to those stated terms.

Terms of Employment:

1. I will be at my shift on time.
2. I am responsible for finding another employee to work my shift if I am unable to do so.
3. I will provide a list of employees who I have contacted to fill my substitution form.
4. If after every attempt to find a substitution has failed, I will give timely notice to my supervisor.
5. I understand that customers and work take priority over everything else while at work, including homework and friends.
6. I will fill out all of the necessary/appropriate log sheets accurately for every area I work.
7. I will dress appropriately for work, which includes wearing the required Campus Life staff shirt for every shift that I work. No jeans with holes, shorts, or sweatpants will be allowed, and NO open toed shoes in the Gallery.
8. If I need a break during my shift, I will make sure to have coverage first by calling the Office of Campus Life or the Union Manager. I will not leave my area unattended.
9. I will use a proper greeting when answering the phone, "Thank you for calling the College at Brockport Information Center/Gallery. My name is _____, how can I help you?"
10. During my shift, I will not use/talk on my cell phone while working. I will turn my cell phone off.
11. I understand that TV/computer use is strictly for customers and students.

Consequences for violating Terms of Employment:

1. First violation will result in a verbal warning from your supervisor.
2. Second violation will result in a written notice placed in your employment file by your supervisor.
3. Third violation may result in a loss of shifts and/or termination following a meeting with your supervisor and the Director of Campus Life.

Statement of Understanding

By signing this contract below, I understand and agree to uphold all the terms of employment stated above while working for the Office of Campus Life. I have read the Office of Campus Life Employee Handbook and agree to comply with its policies. By signing, I also have a clear understanding of the consequences associated with violating any term of employment. At any time, should I have questions or concerns, I will address them with my direct supervisor and/or a member of the Campus Life Staff.

Employee Name (Please Print)

Employee Signature

Date

Supervisor Signature

Date

General Rights of Employers/Employees

When an agreement for employment is made, both you and your supervisor(s) have certain rights as well as responsibilities. It is the responsibility of the supervisor to see that your rights are respected, and conversely, your supervisor has the right to have certain expectations of you.

The Rights of Student Employees

- The right to receive training
- The right to receive information and resources necessary to do the job
- The right to a private life (you are not expected to live and breath the job)
- The right to good supervision
- The right to be evaluated (including being told as soon as possible when a mistake is made)
- The right to expect open communication
- The right to learn new skills
- The right to expect fair treatment

The Rights of Supervisors

- The right to expect high quality work
- The right to terminate an employee
- The right to set high expectations and standards
- The right to hear problems or complaints directly and promptly

Responsibilities, Expectations and Information for all Student Employees

As an employee of the Office of Campus Life, you will frequently interact with fellow students, faculty, staff and the general public. In your capacity with the Office of Campus Life, you will have a significant role in promoting the professionalism and standards of excellence.

Take That Extra Step

When dealing with people, the little things often have the most pronounced influence or effect on the person and situation. A warm smile at the end of a hard afternoon, a helping hand when there is too much to carry or some sincere advice with a personal touch can really highlight someone's day.

Show Appreciation

We all have a desire to feel important and to feel wanted. Ask yourself, "How does all this apply to customer service at the Seymour College Union?" Regardless of your position for the Office of Campus Life, always communicate your thanks and appreciation to our customers. Let them know that they are important to us, and yes, we are glad they came to the Seymour College Union!

Know Your Product and be Able to Communicate It

Training for a position in the Office of Campus Life is a very important process. During your training, much emphasis is placed on the understanding and application of policies/procedures as well as the teaching of basic technical skills needed in your assigned area. The goal of the session is to build your confidence in your ability to perform the technical aspects of your job. The philosophy behind this goal is:

“The better you know the technical aspects of your job, the more you can concentrate on the intangible aspects (the human element)-Customer Relation”

Anyone can memorize policy and recite it back to a questioning customer in a manner resembling a programmed robot. For example, the key is to be able to explain policy, set-up a sound system, etc., in a more personal, people-oriented fashion.

Friendly Attitude

It is important that you are in a positive frame of mind when you clock in for a shift. There will be times when you have had a rough day and you might not be in the best of moods. The last thing you want to deal with is someone who just flunked a test and blames you. Nevertheless, the golden rule of “Service with a smile” holds true. One of the most valuable skills that you will obtain from your job with the Office of Campus Life is the ability to deal effectively with a variety of different people. To obtain this skill, one must maintain a friendly, helpful and outgoing disposition when handling both problem and routine situations and responsibilities.

Personal Appearance and Dress

The ways others perceive you is directly related to the manner in which you present yourself. While there is no required dress code, other than your staff shirt, it is important that your appearance be consistent with the professional standards of the Seymour College Union. Your supervisor will provide guidance regarding any necessary interpretation of the policies outlined below.

- **Uniform Shirt:** All Seymour College Union employees are required to wear their uniform shirt while on duty. The shirt provides instant recognition that you are a Seymour College Union employee and are someone who can render assistance.
- **Clothing:** Any style of dress, skirt, long pants, slacks or blue jeans may be worn provided that they contain no holes, rips or tears in the fabric. Shorts and skirts are to be at least $\frac{3}{4}$ length and are not to be athletic (gym), biking (lycra, spandex), or “cut-offs.”
- **Footwear:** No open-toe shoes are allowed in the Gallery. This is a food service atmosphere and it is against Health Code to wear open-toe shoes.

Language

Like personal appearance and dress, the language you use while performing your job has a direct bearing on how others perceive you and our office. Proper language goes well beyond the obvious of not using profanity. It also includes speaking in a clear and concise manner, avoiding slang words (ain't, yo, etc.) and mispronunciations (yea instead of yes) and not being overly familiar by using phrases such as "hon" or "honey" when conversing with others. Language, like other aspects of your appearance and demeanor, is to be professional and in keeping with the standards of the Office of Campus Life.

Cell Phones, Lap Tops, Instant Messaging, Etc.

Please keep cell phones out of sight and on silent while you are working at the Information Desk or the Gallery. In the event that you receive a phone call while working on your shift, you should not answer it while helping a customer. If you use a laptop while working at the Information Desk or the Gallery, please be sure to stop what you are doing as soon as the phone rings or a customer walks up to the counter. If you are using AIM while working at either location, please keep the volume low and the text of your conversation out of sight of customers. Do not answer an instant message while serving a customer. At all times, your personal electronics and media should be at a very low volume. The customer is always your first priority.

Studying and Eating

Studying while at work is a privilege, not a right. If there is a task that needs to be completed for any member of Campus Life, that task always comes first. If there is time beyond that, studying is allowed. Please do not come to work expecting to get your homework, paper, assignment, etc. completed.

If you are working 4 or more hours, you are more than welcome to call upstairs if you would like to take a lunch/snack break. It is important that you do not leave your area unattended. Someone can come down and cover your area for a few minutes should you need to leave to go to the restroom, etc. Otherwise, please refrain from eating while on duty.

Product and Workstation

Our "products" are such things as information, meeting and event facilities, fun and good times, services and clean facilities. As a member of the Campus Life team, your responsibility is to provide the best possible service to the people you serve.

Customer Service

Customer Service is very important to the Office of Campus Life. Our customers are one of thousands of people who enter the Seymour College Union each and every day. They are: students, faculty, staff and visitors to the Campus.

We believe that it is important to strive to make their experience (whether at the Info Desk, Office, or Gallery) with the Office of Campus Life staff, facilities, and services the best possible experience for each and every individual.

Lost and Found

All items turned into the Information Desk will be stored in the cabinet below the register. When items are turned in, fill out an information card and place in cabinet under cash register. When items are being picked up, find the information card for the item and have the person show identification and write down their name. Always have the person describe the item **before** you go looking for it in the cabinet. An attempt must be made to contact owner if a name or phone number is found on the lost item.

Meal cards, College I.D.'s, keys, money and valuables should NOT be logged in. Give them to the Manager on duty or notify the Office of Campus Life if turned in during the day. Anyone inquiring after items of this nature should be referred to the appropriate department, i.e. Meal cards – Brockway; dorm keys – Residential Life.

All items will be kept for at least two weeks after which they will be disposed of at the discretion of the Director.

General Safety Procedures

In the event of an emergency, call University Police at 2222 to report the incident. Notify your supervisor as soon as possible.

Power Outage

Interruption to the building, floor, suite or a room is considered an emergency. A lamp or plug replacement will not be considered an emergency.

How to report an emergency:

Call the Facilities and Planning Services Center (585)395-2408. Identify yourself, the nature of the emergency, building and room. Facilities and Planning personnel will respond.

If you are unable to reach an employee directly, please leave your name, phone number, and the nature of your emergency when you are prompted to leave a message.

The emergency problem should be entered into the log book by the Union Manager on duty or Campus Life personnel after the incident to keep everybody informed and build a history of a recurring problem.

Fire

Everyone must exit the building if the fire alarm is sounding. Quickly lock down your area, if possible, and proceed to the nearest exit. Stand at least 50 feet from the building until fire personnel or Office of Campus Life staff tells you it is safe to return to your post.

Should you see a fire, pull the fire alarm closest to you and exit the building as quickly as possible.

Injury/Accident

If you witness an accident in the Seymour College Union facility, report the incident to University Police at 2222 if urgent care is needed and then to your immediate supervisor. There are first aid kits located in the Union Managers office. If blood or other bodily fluids are spilled, DO NOT clean it up yourself. Call housekeeping at 585-395-2408 and they will clean it up. After the accident/injury, a report will be completed by your supervisor naming all parties involved.

Automatic External Defibrillator

The Seymour College Union is equipped with 4 Automatic External Defibrillators (AED) that can be used in emergency situations. A defibrillator is used to restore a normal heart rhythm by delivering an electric shock to the heart when the heartbeat is dangerously fast, or when a person suddenly loses consciousness because the heart can no longer pump enough blood to meet the body's demand (cardiac arrest).

Recent technological advances have allowed people with minimal training to use the AED in an emergency when medical professionals are not present. When an AED is detached from the wall where it is located, University Police are immediately notified and will respond to the designated area.

AED Units can be found in the following locations in the Seymour College Union:

Basement—outside of the Computer Lounge

1st Floor—Ballroom Lobby

1st Floor—Outside BSG Offices

2nd Floor—Stairwell outside of Room 220

All of the Union Managers have gone through the SUNY CPR & AED Certification and are trained to use the machines.

Damage to the Facility

If you notice damage in your area, notify your supervisor as soon as possible. If the damage is severe, use the emergency contact numbers listed in your area.

Hours of Operation

Sunday	Noon to 11pm
Monday-Thursday	7am-11pm
Friday	7am-1am
Saturday	Noon to 1am

Information Desk is open Monday-Friday 9:00am to 7:00pm and on Saturday and Sunday from Noon to 7:00pm.

Office of Campus Life is open from 8 am-5 pm. We have student employee coverage Monday-Friday 11 am-1 pm and 3-5 pm.

Gallery Lounge and Gameroom is open Monday-Thursday 10:00am-11:00pm, Friday 10:00am-1:00am, Saturday 1:00pm-1:00am, and Sunday 1:00pm-11:00pm.

Facilities available in Seymour College Union

Meeting Rooms	BSG Box Office (2487)
Stylus	BSG Offices (2550)
ATM	Commuter Lounge
Barnes & Noble Bookstore	Computer Lounge
89.1 The Point Radio Station	Gallery Lounge and Gameroom
Union Square	BSG Club Space
Main Lounge	

Information Desk Services

General Information	Lost and Found
Phone Numbers	Bus Schedules
NY Times Subscriptions	Schedules for all campus programs
Newspaper Sales	Key loan-out for BSG Offices

No Smoking

The Seymour College Union is a smoke-free facility; smoking is only allowed outside.

Shirt and Shoes

Everyone in the Seymour College Union must wear a shirt and shoes at all times for safety reasons and to meet Health Department regulations.

Vehicles on the Sidewalks

Vehicles are not allowed on any part of the sidewalk surrounding the Seymour College Union. If you notice a vehicle on the sidewalk, please inform the Campus Life Staff Assistant at 5646 immediately.

General Operations

Sign In

Always be on time for your assigned shift. Sign in and out on your time sheet in the employee time book. At the beginning and end of your shift, count the money in the drawer. If any discrepancies occur, report it to the Office of Campus Life or the Union Manager on duty.

Absence and Substitutions

If you will be late or absent for your assigned shift, call the Office of Campus Life or Union Manager cell phone (585-202-0917) evenings and weekends as soon as possible. Substitutions are discouraged and are only for emergencies, please!

Substitution Procedures:

1. Print the current date, your name and the shift information on the substitution sheet, which is located on the filing cabinet in the Information Desk.

2. **You** are responsible for finding someone. If no one signs up for the shift in question or you can't find someone on your own, you are still expected to work. Posting a sub slip does NOT relieve you of your shift responsibility.
3. If someone on staff signs the sheet, then the staff person who signs the form then assumes responsibility for your shift.

Service to customers, of course, comes first. However, from time to time, you will be asked and expected to complete small jobs while working, i.e. stapling, sorting, filing, etc. If nothing else is requested, you are encouraged to study as circumstances allow.

Payroll and Timesheets

All employees need to completely fill out and sign their timesheets before the end of the pay period. Time sheets are located in a binder at the Information Desk. This is your responsibility. **If your timesheet is not signed, it will not be turned in for payment.** A calendar of pay periods and check disbursements is posted in the Information Desk for your information and a copy may be obtained from the Office of Campus Life. Be sure to sign your timesheet prior to the end of the pay period or it will not be processed in time!!

Fall 2008 Payroll Schedule

<u>Pay Period</u>	<u>Time Sheet Due</u>	<u>Paycheck Available</u>
Aug 21 - Sept 3, 2008	<i>September 4, 2008</i>	September 25, 2008
Sept 4 - Sept 17, 2008	<i>September 18, 2008</i>	October 9, 2008
Sept 18 - Oct 1, 2008	<i>October 2, 2008</i>	October 23, 2008
Oct 2 - Oct 15, 2008	<i>October 16, 2008</i>	November 6, 2008
Oct 16 – Oct 29, 2008	<i>October 30, 2008</i>	November 20, 2008
Oct 30 – Nov 12, 2008	<i>November 13, 2008</i>	December 4, 2008
Nov 13 – Nov 26, 2008	<i>December 1, 2008</i>	December 18, 2008
Nov 27 – Dec 10, 2008	<i>December 11, 2008</i>	December 31, 2008
Dec 11 – Dec 24, 2008	<i>January 5, 2009</i>	January 29, 2009
Dec 25 – Jan 7, 2009	<i>January 8, 2009</i>	January 29, 2009
Jan 8 - Jan 21, 2009	<i>January 22, 2009</i>	February 12, 2009

Telephone Use & Transferring Calls

When you start your shift, always make sure that the phones are on and ready to take calls. The Gallery Gameroom and Lounge phone must be taken off “call forward.” The Information Desk phone must be set to “ready”. Check with your supervisor if you are unsure of how to do this.

Always answer the phone saying:

“College at Brockport Information Desk. May I help you?”

“College at Brockport Gallery. May I help you?”

“College at Brockport Office of Campus Life. May I help you?”

The student directory and campus directory are not to leave the desk.

The phone at the Information Desk is a major College information number and cannot be used for personal calls. If its use is required by anyone, politely refer him or her to the on-campus phone or pay phones in the lobby. Likewise, phones in the Office of Campus Life, Information Desk or Gallery are not to be used by staff members for personal calls.

Cell phones are not to be used while on duty. They should be turned off at the start of your shift.

To transfer a call to another office:

1. Hit Transfer button, wait for the dial tone.
2. Dial the extension desired.
3. When phone starts ringing, hit Connect. Hang up.

Always remember to be professional and courteous!

Employee Information

Check this daily when you come in. Important notices or messages will be posted on the bulletin board at the Information Desk. You are responsible for their content. Substitutions are also posted in the Information Desk on the filing cabinet; check them if you are looking for additional hours.

Campus Posting Policy

With the number and diversity of events on campus growing every day, each organization should make every effort to reach as many potential participants as possible to attend their event. Posting flyers or posters is one popular method of advertising at The College at Brockport. The purpose of the *Campus Posting Policy* is two-fold: 1) to help campus departments, offices, and recognized organizations promote their events and programs in a fair and organized manner and 2) to help keep the campus beautiful.

Posters and other printed advertising can be posted only on bulletin boards not designated for specific purposes. Use of windows, glass doors, walls, the outside of any building, trees, or light posts are prohibited. Individuals wishing to post commercial advertisements, which relates directly to student population, must register the name of a contact person, address, and phone number with the Campus Life Reservations Office. All flyers and posters must contain the name of the sponsoring organization or department. Notices posted over approved posting, in non-designated areas or without approval will be discarded. No posting will be accepted that advertises alcoholic events or establishments.

Non-adherence to this policy will result in the removal and disposal of the materials and could jeopardize future posting privileges.

Flyers: Each academic building, including the Albert W. Brown building and the Drake Library, has open bulletin boards that are available to use to post flyers. Academic department boards will be clearly marked and are not to be used.

In general, flyers should be a standard 8 ½” x 11” size and posters no larger than 24” x 36”. Organizations are asked to use their best judgment in considering cost, the number of materials to be printed and distributed, and placement when designing their flyer or poster.

The Campus Life Reservations Office must approve all flyers and posters before it is posted within the Seymour College Union. Notices left after 4 p.m. or weekends will be approved and posted the next business day. The office is located in room 208 of the Seymour College Union. Approved notices will be posted on the main bulletin boards in the Seymour College Union for a period of 14 days unless other arrangements have been made.

Events & Room Reservations

People on and off campus looking to hold events or reserve space on campus go through the Office of Campus Life—Reservations, room 208. A reservation form would be filled out and submitted to Campus Life prior to the event. Outside agencies will be required to provide a certificate of insurance, revocable permit, and pay a fee, minimally, for use of College space.

Events and conferences to be held in the Seymour College Union are to be reserved in advance through the room reservation process. Questions regarding use, availability, to acquire a room reservation form, etc., should be directed to the Campus Life Reservations Office at 395-5645 or room 208 Seymour College Union.

Performance Standards

Job performance must be maintained as outlined in the job description. Certain actions could result in being placed on probation or receiving a disciplinary action form after thorough discussion with the Manager on duty and/or staff of the Office of Campus Life. Staff will be notified in writing if probation is deemed necessary. Staff face the possibility of termination after receiving two disciplinary action forms.

AV Room & Other Storage Areas

The AV room is located next to the BSG Box Office. This room is a storage space for easels, tv/dvd, overhead projectors, sandwich boards, microphones, etc. Dry erase easels and overhead projectors are stored in the basement in the closet next to the Stylus. Sometimes groups forget to put on the reservation forms that they need one of these items. Refer them to the Office of Campus Life or the Union Manager on duty if this occurs so that those items can be provided.

Brockport Student Government

President: Kyle Amendola
Vice President: William Keating
Treasurer: Lindsey Geyer

BSG can help with off-campus housing list and provide copier and fax service. BSG provides a list of clubs and has mailboxes for all of their clubs. Their phone number is 2550.

Clubs and Organizations

There are basically two types: clubs that are sponsored by the Brockport Student Government and recognized fraternities and sororities, which are advised by the Office of Campus Life.

If a student is interested in a BSG club, they can contact BSG or leave a note in the clubs mailbox with a telephone number so the club may reach them with meeting information.

For information on fraternities and sororities, please contact the Office of Campus Life.

Campus Life Staff

Kimberley Haines, Director

Warren Kozireski, Assistant Director

Lisa Johnson, Programming Coordinator (BSG liaison)

Ellen Lampert, Reservations

Lorraine Lair, Secretary

Bill Sachman, Graduate Assistant (Assists with Greek Life, Operations, and Off Campus Student Services)

Rachel Noel, Graduate Assistant (Assists with programming)

Change

There are not sufficient resources at the Information Desk to supply change. Direct people requesting change to try Union Square or the Barnes and Noble Bookstore. If you are running low on change in the register, call the office, 5646, or notify the Manager **before** you run out!

Copies

Students wanting to make copies can do so at BSG during the day. They can also make copies at Dailey Hall or the Library.

Keys

Issued only to those individuals on the key lists, provided by a specific club/organization, and only with a valid College I.D (drivers licenses, etc. are **not** acceptable identification.) Anyone not on the key list cannot get a key and should be referred to their club president to get their name on the list. Keys are kept at the Information Desk and both I.D.'s and key lists must be checked each time a key comes in or out. No I.D.'s are to be kept when the keys are returned. Keys not returned at closing should be brought to the attention of the Manager. President and co-coordinators wishing to have keys need to fill out key request cards in the Office of Campus Life.

Lobby Space

Vendors contact our clubs and organizations to reserve a table in the lobby. **All vendors have to be sponsored by a club or department.** If vendors would like to get the word out about their services, they can supply information to the Office of Campus Life for the fundraising folder. All requests for lobby space are submitted to the Office of Campus Life for processing.

Lockers

If a student is interested in renting a locker for the semester or year, refer them to the Office of Campus Life. There is no charge, but the student will need to fill out a form and provide his or her own lock.

Lodging Accommodations

We have a list of area lodging accommodations online at <http://www.brockport.edu/admissions/accommodations.html>. From time to time someone may call and request this list.

Newspapers

This is a special service for all members of the college community. The over-the counter papers are to be placed on the display rack outside of the Information Desk window. All New York Times subscriptions go in the cabinet behind the desk. (Subscriptions to the NY Times are available each semester through the Office of Campus Life.) When the papers are delivered, count all papers, record the numbers in the newspaper log and initial the form. The last person at night is to count all remaining papers and record numbers in newspaper log. Place the sales log sheet and the money for newspapers sold into an envelope and seal it. Once sealed, give to the Union Manager. All over the counter papers go in the blue recycling bin at the end of the night. NY Times subscriptions can be kept for 5 days for back issues to be handed out.

Opening of Meeting Rooms

Every morning, the Office of Campus Life will check the list of meetings scheduled in the building and open the doors at 8 a.m. We can only open meeting rooms for people on this list. If they are not on the list, they need to check with the Office of Campus Life. Union Managers will open the doors for evening meetings after 4p.m.

Stylus

This is the College newspaper. The Stylus Office is located in the basement of the Seymour College Union.

Teleconferences

The television should be on channel 19 for teleconferences in Room 220/221. Satellite coordinates must be phoned in to Broadcast Communications. Phone and TV must be requested in advance.