
University of Nevada, Reno ASUN/Center for Student Engagement

Front Desk Manual

Prepared By

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Center for Student Engagement	Front Desk Manual

Front Desk Manual Version Control

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Note The content of a manual does not constitute nor should it be construed as a promise of employment or as a contract between ASUN and any of its employees.

ASUN/Center for Student Engagement, at its option, may change, delete, suspend, or discontinue parts or the policy in its entirety, at any time without prior notice.

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1 Introduction

This document has been developed in order to familiarize employees with all information about working conditions, key policies, procedures, and benefits affecting employment at the front desk of the Center for Student Engagement.

1.1 Welcome

Welcome to the ASUN/Center for Student Engagement! We are happy to have you as a new member of our team!

Student Engagement works collaboratively with the Associated Students of the University of Nevada (ASUN) and the Division of Student Services to engage, educate and empower students to take action in the best interest of the student body and the University community. We nurture a culture that fosters learning outside of the academic classroom by creating an educational environment that connects the campus community to the importance of processes that lead to student self governance. Student Engagement fosters the development of student's civic responsibility, responsible citizenship, leadership and personal growth.

Student Engagement provides advising to ASUN's appointed and elected officers, all clubs and organizations and its publications. Additionally, we provide learning opportunities for students to enhance their overall educational experience through their involvement with the programs and services funded by ASUN, the University and the community.

The Center for Student Engagement recognizes that its mission, in cooperation with the learning mission of the University, is accomplished through cultivating a personal standard of ethics and values while providing opportunities that enhance a sense of community between students the campus and the local community.

1.2 Hours of Operation

The space in the Joe Crowley Student Union known as the Center for Student Engagement will be open as many hours as necessary for the student body to conduct their business with the Student Engagement staff and to use the facilities at their disposal. The reception area to be known as the front desk will be open and staffed during (excluding holidays) the following hours...

Monday-Friday	8AM-8PM
Saturday	10AM-6PM
Sunday	Closed

There will always be full time staff on weekends along with accounting personnel. Please see list of closed holidays at the front desk.

2 Employee Policies

2.1 Probationary Period for New Employees

Student Engagement monitors and evaluates every new employee's performance for 30 days to determine whether further employment in a specific position or with Student Engagement is appropriate.

At the conclusion of the 30-day probationary period, the Administrative Supervisor may have a conversation with the new employee to discuss performance and whether employment will be continued.

2.2 Change of Personal Data

Any change in an employee's name, address or telephone number must be reported to your immediate supervisor.

A change in the number of tax withholding exemptions needs to be reported in writing without delay to the University of Nevada Human Resources Department.

2.3 Safety

The safety and health of employees is a priority. Student Engagement makes every effort to comply with all federal and state workplace safety requirements. We are all expected to obey safety rules and exercise caution and common sense in all work activities.

2.4 Building Security

Employees are not allowed in the Center for Student Engagement before or after hours without prior authorization from their supervisor.

2.5 Employee Requiring Medical Attention

Employees should report all work-related injuries and accidents immediately to their supervisor, and then follow these steps:

1. Let a supervisor/director know you are hurt.
2. Seek first aid medical attention immediately.
3. **Fill out work-related injury form, also known as a C-1 form. If you cannot, then a co-worker or supervisor shall do this for you. Your supervisor will need to sign this and fax it to BCN Workers Compensation Office immediately.**
4. Update supervisor of condition within 24 hours

2.6 Visitors in the Workplace

For safety, insurance, and other business considerations, only authorized personnel are allowed behind the front desk. When making arrangements for visitors, all employees should request that visitors enter through the main reception area.

2.7 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt operations. In such instances, Student Engagement will decide on the closure and The ASUN Coordinator of Programs and Services will provide the official notification to the employees.

3 Standards of Conduct

3.1 General Guidelines

All employees are urged to become familiar with University of Nevada, Student Engagement, ASUN and NSHE rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting all business on behalf of these entities.

3.2 Attendance and Punctuality

The ASUN/Center for Student Engagement expects employees to be in uniform and ready to work **five minutes prior** to the beginning of assigned daily work hours, and to reasonably complete their projects by the end of assigned work hours.

3.3 Work Schedule

Work schedules are set by semester and unless otherwise specified, all employees are expected to adhere to the set schedule.

3.4 Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from work. Every effort must be made to schedule appointments outside of your scheduled work hours. However, Student Engagement is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise unexpectedly.

It is the responsibility of all employees to find a replacement for themselves if they cannot work their assigned shift and to contact their immediate Student Supervisor as to the change in shift assignments. If unable to contact Student Supervisor, contact the Administrative Supervisor.

3.5 Unscheduled Absence

Absence from work for a scheduled shift without notifying a supervisor will be considered a **voluntary resignation** and will result in **automatic termination**.

3.6 Meal and Break Periods

Employees are allowed a 15 minute break after every 4 hours of work if working longer than 4 hours.

No food or drink is to be eaten at the front desk area. If on a 15 minute break, employees may eat in the kitchen, outside of the office, or in other such designated area.

Never take a break away from the office if you are working the front desk alone. If you need to leave the desk unattended, please inform one of the professional staff and find someone to watch the desk while you are away.

3.7 Open Communication

The ASUN/Center for Student Engagement encourages employees to discuss any issues they may have with a co-worker directly with that person. If a resolution is not reached, employees should arrange a meeting with their direct supervisor. Any information discussed in an Open Communication meeting is considered confidential, to the extent possible while still allowing management to respond to the problem. Retaliation against any employee for appropriate usage of Open Communication channels is unacceptable.

3.8 Staff Meetings

In order to keep the communication channels open, Student Engagement implements a monthly staff meeting at the discretion of the Administrative Supervisor. Employees receive communications from Student Supervisors about the agenda and discussion topics one week before the meeting. **Attendance at staff meetings is required for everyone.**

3.9 Suggestions

Student Engagement encourages all employees to bring forward their suggestions and good ideas about making this student center a better place to work and enhancing service to our customers. Any employee who sees an opportunity for improvement is encouraged to talk it over with the team. We can help bring ideas to the attention of the University community who will be responsible for possibly implementing them. All suggestions are valued.

3.10 Harassment Policy

Student Engagement does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes,

cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or unwanted contact, or violence.

If you feel you are a victim of harassment, take action and ask the offender to stop the harassing behavior. If the behavior continues, notify your supervisor immediately.

3.11 Sexual Harassment Policy

Student Engagement does not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

If you feel you are a victim of harassment, take action and ask the offender to stop the harassing behavior. If the behavior continues, notify your supervisor immediately.

3.12 Violence in the Workplace

The University of Nevada, Reno has adopted a policy prohibiting workplace violence. Consistent with this policy, acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve or affect this office or which occur on University property, will not be tolerated at any time.

Please notify your immediate supervisor if you know of or hear of any threats of violence on campus.

3.13 Incident Reports

Pursuant to the above policies, all incidents must be noted in an incident report, available at the front desk. We trust your intuition and respect your judgment. Therefore, we expect that you will give accurate information and bring urgent matters to the attention of the supervisor.

3.14 Ethical Standards

Student Engagement insists on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind Nevada's great success story. When faced with ethical issues, employees are expected to make the right professional decision consistent with University of Nevada's principles and standards.

3.15 Confidential Information and Nondisclosure

By continuing employment with the University of Nevada, Reno, employees agree that they will not disclose or use any of Student Engagement confidential information, either during or after their employment. Student Engagement sincerely hopes that its relationship with its employees will be long-term and mutually rewarding. However,

employment with Student Engagement assumes an obligation to maintain confidentiality, even after an employee leaves.

3.16 Dress Code

Employees of ASUN/Center for Student Engagement are expected to present a clean and professional appearance while conducting business, in or outside of the office while on duty. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects our team's reputation or image is not acceptable and will not be tolerated. You will be issued an official team shirt, you will be required to wear clean pants/shorts and clean, neat shoes (Tennis shoes are acceptable but must be clean and tied at all times.)

3.17 Use of Equipment

ASUN/Center for Student Engagement will provide you with the equipment needed to do your job. None of this equipment should be used for personal use, nor removed from the physical confines of this office—unless it is approved for a job that specifically requires use of company equipment outside the physical facility.

3.18 Use of Computer, Phone, and Mail

University property, including computers, phones, electronic mail, and voice mail, should be used only for conducting company business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages.

3.19 Use of Internet

Employees are responsible for using the Internet in a manner that is ethical and lawful. Downloading software or files from the Internet that are not business-related is not allowed. Use of the Internet must not interfere with employee productivity.

3.20 Smoking Policy

No smoking of any kind is permitted inside any University building. Smoking may take place only in designated smoking areas outside Joe Crowley Student Union facilities.

3.21 Alcohol and Substance Abuse

It is the policy of Student Engagement that the workplace be free of illicit drugs and alcoholic beverages, and free of their use. In addition to damage to respiratory and immune systems, malnutrition, seizures, loss of brain function, liver damage, and kidney damage, the abuse of drugs and alcohol has been proven to impair the coordination, reaction time, emotional stability, and judgment of the user. This could have tragic

consequences where demanding or stressful work situations call for quick and sound decisions to be made. If an employee is suspected to be under the influence of drugs or alcohol while on duty they may be asked to leave and may be terminated immediately.

3.22 Complaint Procedure

Employees who have a job-related issue, question, or complaint should first discuss it with their immediate Student Supervisor. If the issue cannot be resolved at this level, we encourage you to contact the appropriate Administrative Supervisor.

3.23 Corrective Procedure

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following manners: (a) Oral Reminder, (b) Written Warning, (c) Discussion with the Administrative Supervisor, (d) Termination.

3.24 Employment Termination/Resignation

After the application of disciplinary steps, if it is determined by management that an employee's performance does not improve, or if the employee is again in violation of ASUN practices, rules, or standards of conduct, employment with Student Engagement will be terminated.

Student Engagement reserves the right to terminate employment at any time.

3.25 Exit Interview

In a voluntary separation situation, this department would like to conduct an exit interview to discuss the employee's reasons for leaving and any other impressions that you may have about the organization.

3.26 Return of Company Property

Any University property issued to employees, such as uniforms or keys, must be returned to University at the time of termination. Employees will be responsible for any lost or damaged items.

Any such items not returned within 14 days of termination will be charged to the student's account with the University of Nevada, and a hold will be placed on the student's account.

4 Compensation

4.1 Base Compensation

It is the University of Nevada Student Services' desire to pay all employees wages or salaries that are competitive with other employers in the marketplace and in a way that will be motivational, fair, and equitable. Compensation may vary based on roles and responsibilities, individual performance, and in compliance with all applicable laws.

4.2 Timekeeping Procedures

Timesheets will be kept in the communication log at the front desk and must be signed and dated before the end of the each day. **Timesheets not signed and dated will not be processed at the end of the pay period.**

4.3 Overtime Pay

Student employees are allowed a maximum of 20 hours per week and are not allowed overtime. If it becomes necessary for a student to work over 20 hours, a supervisor's signature authorizing the overage will be necessary on their timesheet prior to the time being worked. Time worked over 20 hours without a supervisor's signature will not be paid.

4.4 Payroll and Paydays

Student employees are paid the 10th and the 25th of every month.

4.5 Performance and Salary Reviews

Student Engagement wants to help employees to succeed in their jobs and to grow. In an effort to support this growth and success, Student Engagement has an annual review process for providing formal performance feedback.

Salary/wage reviews typically occur in conjunction with the annual performance review process.

4.6 Closing Statement

Successful working conditions and relationships depend upon successful communication. It is important that employees stay aware of changes in procedures, policies, and general information. It is also important to communicate ideas, suggestions, personal goals, or problems as they affect work at ASUN/Center for Student Engagement.

5 Front Desk Standard Operating Procedures

5.1 Introduction

As an employee of ASUN/Student Engagement Front Desk you will be required to follow procedures for all programs and services sponsored by ASUN. If you have questions about any of the following procedures you should direct them to your supervisor. In the event a supervisor is not available you may ask the supervisor of the specific program or the Director of ASUN.

5.2 Job Descriptions

Duties and Responsibilities:

Front Desk Personnel

1. Greet and direct visitors entering the Center for Student Engagement and manage lobby area.
2. Handle all incoming calls and provide information about the Center for Student Engagement.
3. Complete Daily Cleaning List and Daily Maintenance Tasks each day.
4. Distribute mail to appropriate mailboxes and contact package recipients.
5. Check out/check in club resources to clubs and organizations.
6. Receive and schedule reservations for the Presidents' Conference Room.
7. Perform general administrative duties, as requested.
8. Assist other administrative staff with work overflow, including but not limited to: special events, campus errands, data entry, internet research, etc.
9. Maintain appearance of the Center for Student Engagement.

Front Desk Supervisor

In addition to the aforementioned duties and responsibilities, the Front Desk Supervisor also:

- Manages Front Desk Personnel's schedule and organizes schedules at the beginning of the fall semester, spring semester, and the summer.
- Oversees daily operational issues and delegates tasks to personnel as they may arise.
- Handles special administrative projects, as well as work overflow from Administration, as requested.
- Attends all scheduled meetings with Administrative Supervisor.
- Assists in the training, development, and direction of the newly hired Front Desk personnel.

Center for Student Engagement may update job descriptions periodically.

5.3 Opening Procedures

- Log onto OrgSync.
- Post the day's reservations outside the Presidents Room.
- Clean off front desk.
- Pick up any trash and fix furniture along back wall.
- Wipe all the back desks down.
- Check on condition of the kitchen and alert staff if it needs attention.
- Remove any dishes remaining in the sink.
- Empty the white box container and distribute mail in the appropriate boxes.
- Lysol facilities high traffic areas.
- Check voicemails and take down messages.
- Checkout OrgSync's Front Desk Wall for updates.

5.4 Closing Procedures

- Wipe down front area. Make sure the front desk area is spotless and organized.
- Turn off both computers in the front.
- Turn off all computers along the back wall.
- Wipe down the kitchen counters.
- Make sure the storage room is closed.
- Make sure the two front doors and the side door are completely closed.
- Clean Presidents' Conference Room tables and windows and make sure the doors are locked.
- Check out a key from accounting to lock the back stairwell door.

5.5 Daily Maintenance Tasks (to be done periodically during the day)

- Check cabinets to see if paper supply is running low.
 - If paper needs to be ordered, order it at: <http://www.unr.edu/central-services/copier-program/index.html> & <http://www.unr.edu/central-services/copier-program/form/supplies.html>
- Make sure all forms in lobby are stocked. *File folders should not be empty.*
- Be conscious of the kitchen, working appliances, and make sure it is clean at all times.

5.6 Maintenance Contacts

If trash cans need to be emptied, an area needs to be vacuumed, or any other maintenance issue that needs immediate attention, please contact Dave Murray at 784-6505.

5.7 Telephone Procedures

- Answer phone by stating, "ASUN/ Student Engagement. This is _____. How may I help you?"
- Transferring calls: Always ask the caller who it is and what it is in regards to BEFORE transferring the call.
 - While on the call, press <TRANSFER> + the 5 digit extension.

- Remain on the line to announce the call. To complete transfer, either hang up or press <RECALL>
- To check voicemails:
 - Push the voicemail key on the phone and enter the code <3268#> messages will play, once you write down the message, distribute messages to appropriate individuals.

5.8 Club Resource Checkout Procedures

- Have club representative fill out a Club Resource Form found on the wall next to the front desk.
- After turning in the form, the Clubs and Orgs. Resource Coordinator will give the front desk staff a sheet with the date of the clubs event, and what they will be checking out. This can be found in the blue binder at the front desk.
- Have the club representative that is picking up the resource sign it out, and leave their contact info.
- When the club brings the resource back, make sure the item is clean and fully functional and sign it back in. This is especially true for the cotton candy and popcorn machine.

5.9 Presidents' Conference Room

Reservations

Any branch or department of ASUN may use the Presidents' Conference Room. This does not apply to clubs, who are required to reserve space through the Student Union Scheduling Office on the 4th floor.

In order to be granted permission to use the Conference Room and reserved a slot on the calendar, a representative from the department must fill out a Conference Room Request on OrgSync. The request form can be found at <https://orgsync.com/18919/forms/25863/show>

Conference Room Reservations should be checked upon starting your shift. Procedure for approving/denying requests is below:

1. Log onto OrgSync
 2. Go to the Front Desk Org.
 3. Click on "Forms" on the left menu.
 4. Find "ASUN President's Conference Room Request" on the list.
 5. Click "view submissions" and look to see if any are pending. If any are pending, see below.
 6. Look at date, time, and if the request is from a member of ASUN.
 7. Click on calendar to check availability.
 8. If the date and time are available, click on "create event" and submit the requested information. Also, go to the original request and click "Approve"
- If the date and time are not available, go back to ASUN President's Conference Room Request (view submission) and deny the request.

Make sure you check on the calendar if a date/time is available before you approve a request

The Presidents' Conference Room is to remain locked when not in use!

5.10 Mail

Mail will arrive from central shipping. The Front Desk will need to do the following:

- Place mail in appropriate mailboxes.
- Distribute all incoming forms, notes and other pieces of communication in appropriate mailboxes as they come into the office.

This will be done by the mid-morning shift.

6 ASUN Government

6.1 Introduction

The Associated Students of the University of Nevada or ASUN is made up of every undergraduate student at the University of Nevada and provides a vehicle, through elected officials, to voice student concerns.

Website:

www.nevadaasun.com/student-government/student-government.html

6.2 Executive Board

The executive branch of ASUN consists of the following student body officers - President and Vice President - elected by the undergraduate student body. Appointed members include the Director of Programming and Director of Clubs and Organizations. Executive Officers are listed on the web site.

6.3 Senate

The ASUN Senate is the official voice of the undergraduate students on decisions regarding campus programming, policies, and money spent by the student government on student support services.

The senate consists of 22 senators elected from each of the academic schools and colleges. The ASUN Senate meets every Wednesday at 5:30 p.m. in the Rita Laden Senate Chambers, CSU 3rd floor.

Applicants must maintain a 2.7 GPA and be enrolled in 7 or more undergraduate credits. All representatives are listed on the website and can be reached at the ASUN Office, CSU, 784-6589.

6.4 Judicial Council

The ASUN Judicial Council provides students with a greater voice and responsibility in maintaining high standards of conduct. The council is composed of a Chief Justice, an Associate Chief Justice and three Associate Justices. A nonvoting member of university faculty serves as advisor.

The major functions of the Judicial Council include reviewing cases referred to its jurisdiction; investigating, adjudicating and assessing sanctions for violations of the Student Conduct Code and the Rules and Disciplinary Procedures for Members of the University Community; interpreting the ASUN Constitution and all acts of the Senate, upon request of the Executive Council or any member of the Senate; directing to reappointment of the Senate, if that body fails to reapportion itself; and acting as an arbitration board for any cases referred to it from any organization recognized by ASUN.

7 ASUN Clubs & Organizations

7.1 Introduction

The Department of Clubs and Organizations serves the more than 200 undergraduate student clubs and organizations at the University of Nevada - Reno. This support is provided through supplemental funding for student groups' activities, the provision of resources and materials, leadership development, representation and advocacy activities, programming, and more.

As with all ASUN operations, the Department is student led with a Director of Clubs and Organizations serving as the team leader and administrator and a governing and leadership body of Club Commissioners, each responsible for a specific Coalition of student groups.

Website (contains policies and a list of active clubs):
asunclubs.orgsync.com

Contact:
directorco@asun.unr.edu

8 ASUN Programs & Services

8.1 Accounting

The ASUN Accounting office handles all payments, deposits, donations, timesheets, contracts, agreements, grants, club banking, university credit cards and copy machine codes.

Contact:
sisson@unr.edu

8.2 Advertising

ASUN Advertising is here to help bring a client's message to the campus community across multiple forms of media. They have the tools to promote your business, event, or service to a diverse and loyal audience, whether it is through printed publications, online, or via streaming radio. Whichever you choose, they have the advertising solutions you need. Let us be your advertising agency and help you connect to the students, faculty, staff, parents, and alumni of the University of Nevada.

Contact:

adnevadasales@gmail.com

8.3 Nevada Wolf Shop

The Wolf Shop (formerly called the Bookstore) is a self-supported retail operation owned and operated by the Associated Students of the University of Nevada (ASUN).

The Wolf Shop's Mission is to:

Provide the goods and services essential to the educational process in a timely and cost effective fashion, promote the University on a local, regional, and national basis by providing quality custom merchandise, paid for by the Bookstore, provide support for the University and Student Programs through donations and selected funding as deemed appropriate by the Associated Students of the University of Nevada.

Website:

www.nevadawolfshop.com

8.4 Campus Escort

ASUN Campus Escort provides students, faculty and staff of the University with a safe alternative to walking around campus and nearby neighborhoods after dark. Equipped with as many as 6 passenger vans operating per evening, Campus Escort strives to ensure the campus is safe by transporting individuals to and from campus after the sun goes down.

Phone Number:

742-6808

Hours of Operation:

Sunday-Saturday 7PM-1AM

Sunday-Saturday 5PM-1AM (Winter hours, starting after Daylight Saving Time ends)

Website:

www.unr.edu/campus-escort

8.5 Inkblot Marketing

The Marketing department serves as the primary publicity unit for ASUN. The department works to promote the programs, services, issues, opportunities and images of the ASUN to the entire campus and surrounding community.

Inkblot Promotions' secondary mission is to serve ASUN clubs and organizations when they are granted Tier 1 Request Funding for on-campus events from the Department of Clubs & Orgs.

The Inkblot Work Order Form can be found online at:

<http://www.nevadaasun.com/forms/forms.html>

Contact: inkblot@asun.unr.edu

8.6 Legal Services

For more than twenty years, members of the university community with legal problems or queries have had access to free legal help and referral. Legal Services has an attorney on staff, and although he cannot represent students in court, he can provide guidance on nearly any legal problem.

The Director of Legal Services may not give legal advice. Only the licensed attorney may give legal advice or draft legal documents. ASUN Legal Services is limited to activities of an informational nature only, and any request exceeding this limitation will be referred to appropriate legal counsel.

In most cases, the results of this process are a better understanding of the legal problem, some preliminary legal advice, and a referral to a local attorney who handles cases in the necessary legal area. Whenever possible, referrals are made to attorneys who have agreed to offer reduced and/or waived fees to Nevada students who are referred by ASUN Legal Services.

Student Advocate: The position of Student Advocate was established to facilitate open and honest communication between students and the University by providing free and confidential peer support, advice and assistance to individuals involved in disputes with the University of Nevada, Reno.

Legal Services also offers a FREE Notary Public Service. This Service is available free for members of the university community in the need of a notarized signature.

ASUN Legal Services is a strictly confidential service, and under no circumstance will your name or the nature of your case be released.

Contact: legal@asun.unr.edu

8.7 Scholarships

ASUN awards \$28,000 in scholarships each year to students at the University of Nevada. Applications for ASUN Scholarships are available the month of February.

Contact: chiefstaff@asun.unr.edu

8.8 Sound and Lights

The Associated Students of the University of Nevada (ASUN) provides sound, stage & light equipment services for all ASUN and its Clubs & Organization events on campus. Services include Sound, Stage & Light Technicians setting up sound and/or light equipment for events such as barbecues, dances, bands, charity events, etc.

Sound requests can be found on Orgsync at:
<https://orgsync.com/19854/forms/show/18494>

For more information contact the Sound Director at sounddirector@asun.unr.edu

9 Publications

9.1 Introduction

Student publications and the student press are valuable aids in establishing and maintaining an atmosphere of free and responsible discussion and of intellectual exploration on the campus. They are a means of bringing student concerns to the attention of the faculty and the administration and of formulating student opinion on various issues on the campus and in the world at large.

9.2 Brushfire

The Brushfire is the official literary and arts magazine of the University of Nevada, Reno. It serves as an open forum for the imaginative and original, an outlet for creative expression, whether it be through prose, poetry, painting, photography, or any other art that could conceivably be expressed in a printed medium. The Brushfire accepts submissions from everyone.

Website:
www.unrbrushfire.com

9.3 INsight

Insight Magazine is the newest magazine at the University of Nevada, Reno. It is produced solely by students who attend the university and is supported through the Associated Students of the University of Nevada, Reno.

Website:
www.unrinsight.com

9.4 The Nevada Sagebrush

For over 100 years the Nevada Sagebrush, the official campus newspaper for the University of Nevada, Reno, has been informing the university community about all aspects of campus life. The Sagebrush has won numerous awards for content and design. The articles and photographs published in the paper are integral to informing the student body.

Website:
www.nevadasagebrush.com

9.5 Wolf Pack Radio

Wolf Pack Radio is a student-run nonprofit radio station. It is the only student-run station in northern Nevada, and has been operating for more than ten years. Our shows are all written and performed by UNR students, and cover not only music, but politics (both local and national) and sports as well.

Website:
www.wolfpackradio.org

10 ASUN Programming

10.1 Flipside Productions

Flipside is a programming department that produces events and programs for the undergraduate student population. Naturally, to reach all undergraduate students, the scope of our programs is vast and unlimited. Our goal is to plan and host large-scale events and programs for multiple groups. Events hosted include concerts, a movie series, rail jams, philanthropic events, late night events, Welcome Weeks, and the list goes on.

Contact: directorprogramming@asun.unr.edu

10.2 Traditions

Traditions is a programming department that aims to promote University traditions on campus to new and existing students. By working with the Athletics Department, Blue Crew and the University of Nevada Alumni Association, the Traditions board raises involvement within the campus community. They do this through the promotion and planning of Homecoming Week, Beat UNLV Week and Mackay Week.

Contact: directortraditions@asun.unr.edu

10.3 Unity

The Department of Campus Unity is a programming board focused on diversity initiatives on campus and in the greater Reno community. The Unity Commission strives to break social stereotypes and is dedicated to promoting understanding, communication, and respect among all community members. We hope to unify various groups by showing that diversity is a necessary component of life to become familiar with and understand.

Contact: directorunity@asun.unr.edu

11 Technology Projects & Support

11.1 Introduction

The Technology Projects and Support staff is responsible for maintaining and supporting all technology equipment in ASUN. They are also responsible for providing computer support, administering listserves, updating and maintaining ASUN websites, coordinating IT personnel for various projects, providing support for OrgSync, training users on the use of technology, and researching new technological tools. Please contact the Coordinator of Technology Projects and Support regarding any issues that you have before contact the IT help desk.

11.2 Tech Support

For internal tech support, please submit the [ASUN Internal Tech Request](#) form. This can be used for support on the following issues:

- Computer issues
- Request or change in ASUN email addresses
- Changes in NAS drive access
- Printer setup
- Listserv creation/support
- ASUN website access
- Info monitor issues

Any issues with NetIDs should be submitted to the Help Desk (help@unr.edu) or 982-5000. For other inquiries, please [e-mail](#) the Coordinator of Technology Projects and Support or call at 327-5251.

11.3 OrgSync Support

If students are experiencing trouble logging into OrgSync, please have them ensure that they meet the following criteria:

1. Are you a current undergraduate enrolled in 7 or more credits? If the answer is "No" you do not meet ASUN's requirements to be able to log into the club management system.
2. If you are enrolled in the correct credits, we ask that you try again in 24 hours and to try on another computer and/or restart your internet browser to clear out the system error.
3. Have you verified that your NetID can get you access into WebCT?
4. If the above steps still do not get you into the system, please fill out the "[help](#)" form online and someone will research the error and get back to you.

11.4 Information Usage Policies

1. All University Policies regarding Information Technology will be enforced. Failure to follow the set policies will result in disciplinary action, up to and including employment termination. The full IT policy documentation can be found [here and on the University IT site](#).
2. All student officers, employees, and volunteers of ASUN will be required to sign the "ASUN/Student Engagement Confidentiality Agreement" and the "Campus Computing Network Usage Agreement."
3. ASUN owned computers and the University operated NAS drive cannot be used to store personal files, music, personal software, or other personal data. All software requests must be approved by the Coordinator of Technology Projects and Support. Any violation will result in disciplinary action.

12 Greek Life

12.1 Introduction:

Greek Life provides unparalleled opportunities for students to grow in integrity, character, high standards, diversity, civility and graciousness. Greek Life is more than a community and more than a good experience. Greek Life is a path to personal development and organizational success.

ASUN Student Engagement houses the office of the Greek Life Coordinator, who advises all Greek organizations and their 3 leadership councils.

Website:

<http://www.unr.edu/greek-life>

12.2 Recognized fraternities:

- Omega Delta Phi (Colony)
- Alpha Epsilon Pi (Colony)
- Alpha Tau Omega (Colony)
- Kappa Alpha Psi
- Lambda Chi Alpha
- Lambda Psi Rho
- Nu Alpha Kappa
- Phi Beta Sigma
- Phi Delta Theta
- Pi Kappa Phi
- Sigma Alpha Epsilon
- Sigma Nu
- Sigma Phi Epsilon
- Tau Kappa Epsilon

Recognized sororities:

- Alpha Phi Gamma (Colony)
- Delta Delta Delta
- Delta Gamma
- Delta Sigma Theta
- Kappa Alpha Theta
- Kappa Delta Chi
- Lambda Phi Xi
- Pi Beta Phi
- Sigma Kappa
- Sigma Omega Nu

12.3 Councils

Interfraternity Council (IFC)

The Interfraternity Council (IFC) is the governing body and policy-making organization of the University of Nevada fraternity system. The IFC meets on Monday at 4:30 in the Rita Laden Senate Chambers (Joe Crowley Student Union) throughout the academic year to discuss pertinent issues for the Greek and surrounding communities.

Multicultural Greek Council (MGC)

The Multicultural Greek Council (MGC) is the governing body and policy-making organization of the University of Nevada for our culturally based fraternities and sororities. MGC meets on Wednesdays at 7:30pm in the Joe Crowley Student Union throughout the academic year to discuss pertinent issues in the community.

Panhellenic Council (PC)

The Panhellenic Council (PC) is the governing body and policy-making organization of the University of Nevada sorority community. Panhellenic meets on Mondays at 4:00pm in the Joe Crowley Student Union throughout the year to discuss pertinent issues in the panhellenic community.

13 Intramurals

13.1 Introduction

The Intramural Program offers students many fun and inexpensive sport activities. Play team sports like flag football, volleyball, soccer, and basketball, or enjoy individual sports like swimming, tennis, or cross-country. Run by Campus Recreation and Wellness and co-sponsored by the Associate Students of the University of Nevada (ASUN), intramural play in men's, women's, and co-ed divisions is available both fall and spring semesters.

13.2 Team Sports Leagues

Fall Sports Leagues

Football, 6-on-6 Indoor Soccer, 11 Side Outdoor Soccer, Volleyball, 3-on-3 Basketball, Tournaments & Special Events, Tennis, Ultimate Frisbee, Wolf Trot 5K, Ping Pong, Rock Climbing, Swimming

Spring Sports Leagues

Basketball, Softball, 6-on-6 Outdoor Soccer, Air-It-Out Football, Tournaments & Events, Billiards, Bowling, 4-on-4 Indoor Soccer, Golf, Track and Field, Grass Volleyball

Call 775-784-1225, ext. 247 for sign-up deadlines, fees and play dates

For more information about intramural sports or to pick up additional official entry forms, visit the Campus Recreation Office located on the first floor of the Lombardi Recreation Building. Or call 775-784-1225, ext. 247 from 3:00pm to 7:00pm weekdays.

14

Acknowledgement

I acknowledge that I have received a copy of the ASUN/Center for Student Engagement Employment and Operational Procedures manual and I do commit to read and follow these policies and procedures.

I am aware that if, at any time, I have questions regarding ASUN/Center for Student Engagement policies I should direct them to my supervisor or the ASUN Director.

I know that ASUN policies and other related documents do not form a contract of employment and are not a guarantee by ASUN/Center for Student Engagement of the conditions and benefits that are described within them. Nevertheless, the provisions of such policies are incorporated into the acknowledgment, and I agree that I shall abide by its provisions.

I also am aware that ASUN/Center for Student Engagement, at any time, may on reasonable notice, change, add to, or delete from the provisions of the company policies.

Employee's Printed Name

Position

Employee's Signature

Date

15

Appendix

Incident Report Form

Date of incident: _____ Time: _____ AM/PM

Name of employee who took down the incident: _____

Time incident was reported: _____

Who did the incident involve? (circle one) Non-Employee Employee

Names of Parties involved:

Phone Number(s) of parties involved: _____

Details of incident: _____

Signature of involved parties

Date

Signature of employee reporting incident

Date

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