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Who We Are:

The SUPR Creative Team consists of Washington University students with expertise in creative fields or marketing who develop the branding and overall image of Student Union as well as work to provide free professional services to student groups.

Our Mission:

SUPR’s mission is to help SU-recognized student groups communicate their mission and values through the development of their individual brands.
SUPR Manager Job Description

Position Summary:
The SUPR Manager serves as a point of contact and information for all members of the SUPR Team. The student manager’s primary responsibilities are to train, manage and communicate with the SUPR Team that helps provide PR and branding services for all SU-recognized student groups.

Primary Tasks:
- Assist with hiring student staff for the SUPR Team.
- Responsible for understanding all tasks and ensuring tasks are completed by the SUPR Team.
- Responsible for team building, information sharing, and positive reinforcement for the SUPR Team.
- Create and implement training and development programs for SUPR members.
- Create and manage weekly schedules for SUPR members and enforce employment strike program.
- Communicate policies, announcements, and important information to SUPR members in a consistent and timely manner.
- Meet weekly with the SU VP of Public Relations to relay information, communicate any challenges, issues or concerns, and compile relevant marketing opportunities.
- Serve as an active participant with feedback and input pertaining to the building function, policies and regulations of the SUPR Team.
- Complete other duties as assigned.

Supervision Received:
The SUPR Manager reports to the SU VP of Public Relations as well as the Executive Director of Campus Life.

Hours:
SUPR Manager is expected to work a minimum of 5 hours a week. The SUPR Manager is required to schedule work shifts for all SUPR members which must be done every Monday. Beyond this requirement, the SUPR Manager can have a flexible schedule that is tailored to their personal commitments.
SUPR Member Job Description

Position Summary:
SUPR members are responsible for providing PR and outreach services to Student Union as well as SU-recognized student groups.

Primary Tasks:
- Provide photography, videography, and/or graphic design for SU-recognized student groups.
- Work with student groups to spread their missions by developing their individual brands.
- Work with the SUPR Manager to ensure efficient completion of work for clients.
- Attend a monthly SUPR Team meeting.

Training and Supervision Received:
All SUPR Members are required to attend an orientation meeting with the SUPR Manager before they start working as well as monthly SUPR meetings throughout the semester. All SUPR members report to the SUPR Manager. All SUPR members ultimately report to the SU VP of Public Relations as well as the Executive Director of Campus Life.

Required Knowledge and Skills:
Graphic Designers
- Proficiency in Adobe Creative Suite, including Adobe Photoshop, In-Design, and Illustrator.
- Experience creating print and web graphics, flyers, and other promotional materials.
- Comfortable working with deadlines.
- Maintain clear organization of files and work area.
- Must have good communication skills and ability to project a professional image.

Photographers and Videographers
- Proficiency in Adobe Creative Suite,
  - Photographers: Adobe Lightroom
  - Videographers: Adobe Premiere or Final Cut Pro
- Experience taking and editing photos in a variety of environments, including portraits and event coverage.
- Comfortable working with deadlines.
- Maintain clear organization of files and work area.
- Must have good communication skills and ability to project a professional image.

Hours:
SUPR members are expected to work a minimum of 5 hours a week. However, each member can have a flexible schedule that is tailored to their personal commitments.
How to Get Started On SUPR

1. The SUPR Manager should reach out to you for information so that they can start the payroll enrollment process. This information will be sent to Mandy Curtis to be processed by the Hub. You will need to provide:
   - Legal name
   - Student ID Number
   - WashU Email Address
   - Headshot for the internal roster

2. Once Mandy has submitted the request, you will get an email asking you to submit the appropriate personal identification documentation. Make sure you have appropriate documentation. A driver’s license alone will not be sufficient. You can find the approved documentation on the last page of the linked PDF: https://www.uscis.gov/system/files_force/files/form/i-9-paper-version.pdf

3. Once your enrollment has been processed, Mandy Curtis will send a notification to the SUPR Manager. At this point, you need to set up a time during normal business hours to have your fingerprint added to the time clock. Send an email to Mandy Curtis (mandy.curtis@wustl.edu) to let her know that you will be coming in to scan your fingerprints.

4. The SUPR Manager should reach out to you to setup a meeting to add you to the following programs used by the SUPR Team:
   - SUPR Email Account
   - Adobe Creative Cloud Account
   - Email Listserv
   - Facebook Messenger Group Chats
   - Trello
   - WUSTL Box

5. Sign the Card Access Policy and Confidentiality Policy sheets at the end of this packet and give those sheets to the SUPR Manager.
SUPR Toolbox

SUPR Team Leadership

SU Vice President of Public Relations - pr@su.wustl.edu
The SU VP of PR is the administrative head of the SUPR Team and coordinates all of SU’s Public Relations and Outreach. They have the ability to hire a SUPR Manager to assist in the coordination of the SUPR Team.

SUPR Manager - supr@su.wustl.edu
The SUPR Manager is the main contact person for all SUPR Team Members. They have access to all accounts, schedule all shifts, and watch over the day-to-day for the entire team. All concerns should be directed to them first.

SUPR Team Communication

Email Listserv
Most important SUPR communication is sent through the SUPR Team Listserv. Make sure to check your inbox regularly for important news and updates. The listserv is maintained through the SUPR Manager email, so check in with them if you are not getting the team emails.

Facebook Messenger
For informal updates and reminders, the SUPR Team communicates with Facebook Messenger. There are 4 different messenger groups: one for the overall team, one for photographers, one for videographers, and one for graphic designers. These groups are maintained by the SUPR Manager, so check in with them if you do not have access to the groups.

Software Resources

SUPR Email
To maintain centralized access to all accounts, each SUPR member will have access to a SUPR email (supr-member#@su.wustl.edu). The SUPR team will send all communication to member’s personal emails, but you can feel free to utilize this address as your work email.
Adobe Subscription
Each SUPR member will have access to an Adobe Creative Cloud subscription tied to their SUPR email. SUPR members will have access as long as they are members of the SUPR team.

Trello
The SUPR Team utilizes Trello to assign and track all SUPR requests. An overview of how to utilize Trello can be found on page 11. The Trello SUPR Team page is maintained by the SUPR Manager, so check in with them if you do not have access to the SUPR Trello boards.

When to Work
The SUPR Team utilizes When to Work to schedule all work shifts. An overview of how to utilize When to Work can be found on page 12. When to Work shifts are created by the SUPR Manager, so check in with them if you have any questions about your work schedule. If you need to be added to the When to Work system, talk to the SUPR Manager who will contact Mandy Curtis to have the request processed.

WUSTL Box
The SUPR Team utilizes WUSTL Box to store all photography, videography, and graphic design files. This is to ensure all files are maintained throughout team turnover and so current members can reference previous work. The SUPR Box folder is maintained by the SUPR Manager, so check in with them if you do not have access to the folder.

SU Office Resources

Printing Codes
SUPR members have access to an SU printing code they can utilize to print materials necessary for their SUPR requests. Instructions on how to utilize the SU printers can be found at the printing station in the SU Office.

Username: 380222
Password: su

Large Format Printer
SUPR members have access to a large format printer they can utilize to print material necessary for their SUPR requests such as for posters and banners. Instructions on how to utilize the large format printer can be found next to the large format printer in the SU Office.
Harvey Media Center Media Lab
All SUPR Members have access to the HMC Media Lab located on the 3rd floor of the Danforth University Center. The lab is open during normal business hours, but SUPR members should be given swipe access by the SUPR Manager. This is done by giving the Assistant Director for Facilities, Kellie Mandry (kellie.mandry@wustl.edu), the Student ID numbers of each SUPR member.
Attendance and Strike Policy

Attendance Strikes
Attendance and tardiness will be tracked through a SUPR strike system. This is to ensure that all SUPR members are working their assigned shift to ensure consistent staffing for the building. SUPR members are allowed 3 strikes for the academic year against their attendance record.

 Strikes can be earned in the following way due to attendance:
  • Clocking in prior to 10 minutes before your shift
  • Clocking in after your shift begins
  • Three instances of time correction
  • Falsifying your time sheet (clocking in and not completing the hours worked) will lead to immediate termination

Attendance:
  • One strike for each no show
  • Half Strike for each “late” clock in

Behavioral Strikes:
  • One strike for each infraction

Behavioral offenses include but are not limited to:
  • Falsifying Shift Report
  • Poor customer service
  • Not working on SUPR tasks during work shifts

Termination - SUPR members can be terminated for the following:
  • Drug/Alcohol Impairment while working
  • Collection of three strikes
  • Falsifying time sheet
  • Theft

Implementation
If manager or staff person witnesses behavior listed above a strike will be assigned verbally; written notification will be sent to Mandy Curtis. Mandy will follow up with an email to the SUPR member, the SUPR Manager, and the staff supervisor. These strikes will be logged in combination with the attendance strikes.
Implementation
If manager or staff person witnesses behavior listed above a strike will be assigned verbally; written notification will be sent to Mandy Curtis. Mandy will follow up with an email to the SUPR member, the SUPR Manager, and the staff supervisor. These strikes will be logged in combination with the attendance strikes.

Time Clock Procedures
The timeclock is located in the jacket closet inside DUC 160. Students working six hours in a row or longer are required to clock out for a thirty minute break near the middle of their shift.

Tardiness
SUPR members are required to be on time for their shifts. They may clock in up to 10 minutes prior to their shift beginning. Hours scheduled through the When To Work scheduling system will be compared to the time clock report each day. The student assistant will be notified if there is any discrepancy with the verification of more than 10 minutes prior to the scheduled work shift. A half strike will be assigned for being late up to 60 minutes past your scheduled shift. After 60 minutes a full strike will be assigned.

After all timesheets have been verified, worked shifts will be recorded and approved in the HRMS system through payroll approval by the Director, Danforth University Center. The employee will receive a notification if any modifications were made to the time record in HRMS.

Adjustments to Time Entries
If a SUPR member, for any reason, needs to adjust a time entry, the student employee MUST notify the Campus Life office via email (mandy.curtis@wustl.edu), no later than 4pm the following day, including weekends. Anything beyond that may result in suspension, termination or non-pay for shifts worked. This includes but is not limited to: forgetting to clock in or out, clocking in or out multiple times, and clocking in or out at a time you are not scheduled.

Strikes
If a SUPR member needs to adjust a time entry more than 3 times, a strike may be assigned. Up to 3 strikes are permitted throughout the academic year. The employee will receive notification when receiving strikes via email. When and if an employee receives 3 strikes, he or she will be required to meet with his or her student manager and staff supervisor to review his or her employment status. Suspension or termination is a possibility.
Absence, Sickness, Emergency Policy

Once a schedule is published, the coverage of the shift is the responsibility of the student who is assigned. If the shift is not covered, the assigned employee will receive a strike. When last minute changes or sickness arises, it is the responsibility of the student assigned to that shift to cover the shift with another student assistant. This can be done by posting the shift on the trade board or using the team’s preferred method of communication. When time is of the essence, students may contact other students immediately through the When to Work system. The shift is not considered covered until there is another student assigned to the shift in the When to Work system. Student managers will approve all trades in When to Work on a timely basis and ensure the accuracy of the schedule.

If a shift is left uncovered, no matter what instance, a message needs to be communicated to the student manager and staff supervisor as soon as possible. It will be counted against the person listed on the schedule as assigned to that shift. If the reason for the student being absent is because of sickness, the student can excuse him/herself from receiving a strike by producing a written statement from Student Health Services or another medical facility within the week of the absence.

This policy may be revised at any time.

I have read and understand the payroll procedure policies within the Campus Life Office.

Name: ____________________________________

Date: _____________________________________
How to Use Trello

Overview
Trello is used to assign and keep track of SUPR requests. The website can be found at www.trello.com, and there are also desktop and mobile applications available.

Getting Started
Each SUPR member should create a Trello account with an email address and password. The SUPR Manager will add the members to the SUPR Team and the SUPR Request Board.

SUPR Request Board
The SUPR Request Board is where all the unassigned and assigned requests are located. Each request is in the form of a card. Clicking on a card will give more information about the request, such as assigned members, description, due date, checklist, comments, and relevant attachments. Each card will be placed in one of five lists to keep track of its progress:
• Unassigned Requests
• Doing
• In Review
• Send to Student Group for Feedback
• Completed

General Timeline for an Assignment
1. Cards in “Unassigned Requests” can be picked up by a SUPR member by clicking on the card, adding themselves to “Members,” and moving the card to the “Doing” list.
2. The SUPR Manager will email the student group and CC the member. He/she will also check the “Email Student Group” in the “To-Dos” of the card. After that, the assigned member is responsible for maintaining contact.
3. Once the request has been completed, the member should move the card to the “In Review” list. All finished work should be placed in the relevant WUSTL Box folder.
4. The SU VP of Public Relations or the SUPR Manager will review the work. If additional edits are required, the reviewer will comment on the card. When completed or no edits are desired, he/she will move the card to the “Send to Student Group for Feedback.”
5. The member should email the student group with their work. The student group is allowed to request an additional set of edits. After the work has been approved by the student group, the card should be moved to “Completed.”
How to Use When to Work

Overview
WhenToWork is used to schedule and view all work shifts. The website can be found at http://www.whenetowork.com. SUPR members submit their availability, and the SUPR Manager creates shifts based on the members’ schedule and requests for which they are assigned.

Getting Started
Each new member will receive an email from the WhenToWork system with a temporary username and password. The member should follow the instructions to create a new account.

Submitting Availability
At the beginning of each semester, members should submit their availability based on their courses and other weekly time commitments. This can be done under the “Prefs” tab at the top of the page and then clicking the “Repeating Weekly” button in the middle of the page. A pop-up will appear, and the member can use the paintbrush to “paint” their schedules or use the time preferences at the top right.

- Red “Cannot Work” should only be used for weekly classes, sports, meetings, etc.
- Green “Prefer” should be used for times that are preferred to have a shift.
- Pink “Dislike” can be used for other times that are not ideal for the member.

Every week, members are also responsible for submitting their availability for the next week for commitments not included in the repeating weekly schedule. This can be done under the “Prefs” tab and clicking a specific date. The same paintbrush colors and time preferences rules apply.

Viewing Shifts
Shifts can be viewed by clicking the “Schedule” tab at the top of the page. This shows a weekly view of the member’s work shifts. Other weeks can be selected using the arrows or the calendar icon next to the date.
General Timeline for WhenToWork
1. Members submit their weekly schedules for the following week by midnight on Sunday.
2. SUPR Manager will assign shifts for the following week on Monday.
3. Schedules will be published for the following week on Tuesday.
Washington University in St. Louis Card Access Policy for Danforth University Center Student Employees

I understand that in my capacity as a DUC student employee at Washington University in St. Louis, whether as a full-time, part-time, work-study student or otherwise, I may have increased card access to Danforth University Center spaces, Residential Life spaces, and/or Event Management premier spaces.

I understand that the increased card access is to be used exclusively while working a shift assigned to me and within the permitted boundaries of my job description.

I understand my card access may not be used for the following: using card access to swipe myself or any other person or group into a meeting room, study room, closet, or suite when I am off duty; using card access to swipe any unauthorized person or group into a meeting room, study room, closet or suite when I am on duty; using card access to swipe any non-Campus Life employee or any other person or group into DUC 270 outside of business hours (8:30 am to 5 pm: Monday – Friday) whether I am on or off duty. I understand that this list may not be exhaustive and may be modified at any time.

I understand that any violation of this policy may be grounds for disciplinary action, termination, and/or prohibition of future employment with the Danforth University Center.

By signing below, I agree that I fully understand this card access policy and will abide by it.

Danforth University Center Student Employee:

Student Name (print): ________________________________

Student Signature: ________________________________

Date: __________
Washington University in St. Louis Confidentiality Policy for Danforth University Center Student Employees

I understand that in my capacity as a DUC student employee at Washington University in St. Louis, whether as a full-time, part-time, work-study student or otherwise, I may have access to confidential and private information of other students, faculty and staff and/or information pertaining to events held at the University via my access to Reserve A Space or other responsibilities assigned to me.

In addition to the information made accessible to me because of my access to Reserve A Space, I shall treat all other information accessible to me in the performance of my duties as confidential, regardless of its format (e.g. electronic, paper, oral).

I agree to maintain the confidentiality and privacy of all such information during and after my period(s) of employment at Washington University in St. Louis. I shall not, directly or indirectly, communicate this information to any person other than my supervisor, or an individual approved by my supervisor.

I understand that any such disclosure may be grounds for disciplinary action, termination, prohibition of future employment and/or for dismissal from Washington University in St. Louis.

By signing below, I agree that I fully understand this confidentiality policy and will abide by it.

Danforth University Center  Student Employee:

Student Name (print): ______________________________

Student Signature: ________________________________

Date: __________