

# COUGAR CONNECTOR

Spring 2017 Contract

**Mission Statement:**

The goal of the Cougar Connector team is to assist the Office of Enrollment Management with recruitment, the admissions process, visitation programs, and outreach. Cougar Connectors serve as Washington State University's official hosts in promoting the University; assisting prospective WSU students in their college decision-making process by disseminating information and sharing their personal experiences.

## General Guidelines

### Attendance:

1. Regular attendance is crucial to satisfactory standing as a Cougar Connector. This includes all shifts (TC Center, Welcome Center, Tours, Admissions lobby Office Help, Training, and Visitation Events). (refer to CCAS, sections A, B, C)
  - A. Unsatisfactory attendance will be evaluated based on the Cougar Connector Accountability System (CCAS), and can be grounds for termination (see CCAS, sections A, B, C)
2. Cougar Connectors should always make a substantial effort to find a replacement for their shift, even in cases of illness, when possible.
  - A. Using the Cougar Connector Facebook page, a CC can post their daily shift to be covered. (refer to CCAS, section B)
3. It is mandatory that all Cougar Connectors and Team Leaders attend the scheduled training sessions. (refer to CCAS, section A)
  - A. If a school conflict occurs, it is the responsibility of the Cougar Connector to notify the designated staff member with at least 24 hours<sup>2</sup> notice so that appropriate arrangements can be made. Refer to page 3 of the Cougar Connector contract for excusable/non-excusable absences. Any absence not on that list must be approved by Ashley or other designated Visitation Team staff members.
  - B. Cougar Connectors are expected to attend the entire training session. If you will be arriving late or need to leave early (due to one of the excusable absences) you must notify Ashley or the designated Visitation Team staff member at least 24 hours in advance.

### Dress Code:

1. During all shifts, dress code guidelines must be followed.
  - A. Under no circumstances for any shift should anyone come to work wearing: extremely short shorts or skirts (shorter than 5" inseam), strapless tops, spaghetti strap tank tops, bra straps showing, anything with holes in it, anything with profane or inappropriate messaging (i.e. open to close shirts, inappropriate date dash shirts), yoga pants, athletic shorts, sweatpants etc. (refer to CCAS, Section C)
    - i. Events: At every event, Cougar Connectors must wear their Cougar Connector polo and/or sweatshirt, nametag, and appropriate shoes (no flip flops). Cougar Connectors not wearing the appropriate event attire will be sent home and issued a negative write-up.
      1. Shorts are allowed on event days and on tours; however, shorts must have at least a 5" inseam.
    - ii. Tours: On daily tours, Tour Guides are not required to wear Cougar Connector T-Shirt, but should be wearing nothing with inappropriate messaging, and appropriate shoes (no flip flops) and CC nametag. WSU gear is preferred, but not mandatory.
    - iii. TC Center: Everyone working in the TC Center should be dressed to give a tour in case there is a need for an extra tour guide.
    - iv. Welcome Center and Admissions Office: Anyone working in the WC or Lobby may not wear shorts, hats, or flip flops as this is a professional office. Please also wear your nametag.

**Incoming Calls:**

Cougar Connectors working in the tele-counseling center are asked to become very knowledgeable about the admissions process and procedures. Cougar Connectors should make diligent effort to learn information and may be required to attend additional training sessions and should be utilizing the Cougar Connector website (CC411) for information.

**Logging Calls in EMAS:**

It is crucial that all calls where a caller is given information by a Cougar Connector are logged in EMAS. If a WSU ID# is taken by the Telecounselor, the call should be coded in EMAS. Not consistently logging calls in EMAS is cause for a negative write-up. (Refer to CCAS, Section C)

**Training and Visit Event Policy**

**Mandatory Trainings:**

Training sessions will be held on various days of the week to best accommodate everyone’s schedule and allow everyone to attend. Trainings are mandatory for everyone unless you have a school or other job conflict that has been pre-arranged. Listed below are examples of excusable and non-excusable absences from a mandatory training. Any other reasons other than what is listed below as excusable do NOT constitute an excusable absence.

Excusable:

- Professor-led study session
- Class exam
- Class/laboratory session
- Hospitalization
- Second job’s inflexible schedule
- Death in the family
- Medically excused

Non-Excusable:

- Class group meeting
- Fraternity/Sorority meeting (even if serving a position!)
- Going home for the weekend early
- Birthday/Special event celebration
- Other club meeting (even if serving a position!)
- Homework
- Any other student club or campus (even sporting!) event
- Intramural sports game
- Studying for an upcoming exam
- Concerts

All of these training sessions will take place from 5:00-8:00 p.m. in locations to be determined. More training dates may be scheduled as necessary. The dates for **Spring 2017:**

- Tuesday, January 31
- Thursday, February 23
- Wednesday, March 1
- Tuesday, March 7
- Thursday, March 23
- Wednesday, March 29
- Thursday, April 13
- Thursday, April 20

**Visit Events:**

As a Cougar Connector, it is mandatory that you work the large campus visit events. The same excusable and non-excusable absence examples listed above apply for visit events. Please notify your friends and family that you WILL be working during this time and therefore you will not be excused to fly or drive home for the weekend if it conflicts with a visit event. Mark your calendar now and notify the Cougar Connector supervisor immediately if you foresee any conflicts. Do NOT wait until the last minute or week before an event to request an excusable

absence as it will not be granted. The large visit event dates for Spring 2017 are as follows:

**Spring 2017**

- **Experience WSU** (February 25)
- **Future Cougars of Distinction** (March 4)
- **Future Cougars Embracing Diversity** (March 10-March 11)
- **Out of State Experience WSU** (March 25)
- **Experience WSU** (April 1)
- **Experience WSU** (April 15)
- **Preview for Juniors** (April 22)

<b>Special Admissions/Telecounseling Trainings</b>
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All Cougar Connectors who are assigned to a daily shift, including: TC Center, Welcome Center, and Admissions Lobby may be required to attend a special bi-weekly training session that will cover information about the admissions process, myWSU and other processes and announcements. It is essential that all available staff attend these training sessions. Please also note that only excusable absences (as listed above) will be permissible for missing these trainings.

Additionally, there may be special evening training sessions for outgoing call staff throughout the semester. The team will be informed of these trainings as dates and times are set.

## Phone and Computer Usage Contract

The Office of Enrollment Management, Washington State University, and the State Ethics Board prohibits employees from using government equipment, which may include but is not limited to, telephones, computers, and software programs, for personal use or gain.

As a Cougar Connector you are not permitted to use the telephones/computers in the Telecounseling Center, Welcome Center or Office of Admissions for:

- Long distance or local personal phone calls;
- Calls that are **not** scheduled by EMAS;
- Installing computer software;
- Using the Internet, myWSU, EMAS, Oracle, or any other programs other than to complete the tasks assigned to you; this includes using the internet for Facebook, Twitter, Instagram and other social networking websites, TV episodes online, online gaming, etc.

Texting and talking on cell phones is not appropriate during work shifts. Personal laptops are also not appropriate in the Telecounseling Center or Welcome Center. When not assisting customers on the phone or in person, you will have other tasks to complete. Work shifts are not a time to work on homework or any other personal tasks.

Any Cougar Connector that is found violating these rules will be subject to one or all of the following:

- Required to compensate the Office of Enrollment Management and/or Washington State University for any accumulated charges;
- Possible discipline procedures;
- Dismissal from Cougar Connector responsibilities and;
- A state investigation.

*Telephone usage by WSU employees is governed by Washington State's Ethics in Public Service Law (Ethics Law), RCW 42.52. Students, while working in an employment capacity for WSU, are also governed by the Ethics Law. WSU employees must comply with the Ethics Law and with any rules adopted by the Executive Ethics Board. Computer resources, use of information technologies, and networks by WSU employees are subject to the Executive Ethics Board's rule on Use of State Resources, WAC 292-110-010*

## Confidentiality Contract

As an employee of the Office of Enrollment Management, you will have access to confidential information in the databases you work out of (myWSU, EMAS and Oracle). To accept employment with the Office of Enrollment Management is to accept the responsibility to preserve the confidentiality of this information according to policies of the office and also Federal Education Rights and Privacy Act (FERPA). Before you are allowed to begin work as a Cougar Connector telecounselor, you are required to pass an online FERPA training program.

It is a policy of the Office of Enrollment Management and the Cougar Connector program that no information, except what is listed below, will be shared with individuals outside of the office.

You are NOT allowed to give any private information to any person other than the individual student. This includes parents and siblings – absolutely no exceptions. You may only provide this information directly to the student!

Directory information can be released without permission from the student as long as the student has not unlisted their record. Directory information includes:

- Name
- Former Name
- Local and Permanent Address
- Telephone number
- Major and minor fields of study
- Class (e.g. freshman, sophomore...)
- Participation in Officially-recognized sports
- Weight and height of athletic team members
- Degrees
- Certificates earned
- Awards received (including President's Honor Roll)

*Failure to adhere to these confidentiality guidelines will result in disciplinary action and termination may result.*

## Academic Contract

As an ambassador for Washington State University and the Office of Enrollment Management, it is imperative that you are held to high academic standards as a role model for others. You will be expected to maintain a minimum cumulative grade point average of 2.50.

Grade checks will be done at the end of each semester. If a Cougar Connector fails to meet the required cumulative grade point average of 2.50 they will be placed on academic probation. Once on academic probation, the Cougar Connector will have one semester to raise their grade to the required cumulative grade point average. Failure to do so will result in termination.

Cougar Connectors on academic probation will need to meet with Ashley Safranski prior to the start of the new semester to discuss the terms of probation and possible strategies for grade improvements.

If a Cougar Connector is on probation for any reason prior to grade checks and falls below the required 2.50 cumulative grade point average, their employment will be terminated.

*Failure to adhere to these guidelines will result in termination of employment.*

## The Cougar Connector Accountability System

### Section A. Points System

Points are accumulated based on attendance at trainings and events. You can also accumulate points for other tasks performed (listed below). Every Cougar Connector must accumulate at least 15 points by the completion of each semester in order to be regarded as an active member of the Cougar Connector team. Failure to accumulate at least 11 points will result in termination from the Cougar Connector team.

To receive the full 1 point for training it is required to attend more than half of the entire session. Half a point will be given to those who attend less half of the training session. Zero points will be given for missing a training.

#### POINT SYSTEM

Event	Points Awarded (+) or (-)
Beg. Spring Semester Training (1/31)	+1
Experience WSU Training (2/23)	+1
Experience WSU (2/25)	+1
Future Cougars of Distinction Training (3/1)	+1
Future Cougars of Distinction (3/4)	+1
Future Cougars Embracing Diversity Training (3/7)	+1
Future Cougars Embracing Diversity (3/10-3/11)	+1
Out of State Experience WSU Training (3/23)	+1
Out of State Experience WSU (3/25)	+1
Experience WSU Training (3/29)	+1
Experience WSU (4/1)	+1
Experience WSU Training (4/13)	+1
Experience WSU (4/15)	+1
Preview for Juniors Training (4/20)	+1
Preview for Juniors (4/22)	+1
Group Tours	+5
Covering a Tour	+5
Extra Help with Heather	+5
Extra Tour Guide/Game Day tours/Saturday tours	+5
Positive Write-Up	+1
Negative Write-Up	-1
<b>**Points can be awarded by Ashley.</b>	

## Section B. Shift Coverage

Each Cougar Connector assigned to a daily shift is allowed four excused shift absences. A Cougar Connector must make every effort possible to get their shift covered using the following steps:

1. Post shift/time/date on the Cougar Connector Facebook page
  - a. It is not required, but preferred that CCs with telecounseling experience cover TC shifts. New hires are not eligible to work in the TC Center for incoming calls until their second semester.
2. If a shift is covered via word of mouth (i.e. not posted on Facebook), the CC whose shift is getting covered must notify the designated Team Leader with at least 24 hours notice.

Excused Absences:

- Getting your shift covered via Facebook group page
- Switching shifts with a co-worker
- Weddings, funerals, concerts, travel plans and so forth should be posted on the Facebook page and taken care of before leaving for the aforementioned event. These are excused absences, but will still count toward your four absences.
- *NOTE: Family emergencies are understandable and depending on the circumstance will still be considered an 'absence'. If the event is out of your control and requires immediate attention you will not be penalized but please contact Ashley and your team leader for the betterment of the team.*

Unexcused Absence:

- Simply not showing up for an assigned shift
- If you post your shift on Facebook and it is not filled, but you still follow through with not showing up, this is considered unexcused.
- An unexcused absence will still count toward one of your four excused absences.
- *NOTE: If you cannot get your shift filled, contact Ashley and your team leader WELL BEFORE 24 hours of your shift and we will try to make necessary adjustments.*

Unexcused absences will result in an immediate write-up, if not further repercussions. Not showing up for an event shift will result in your removal from the team.

**If you miss five shifts throughout the semester, your shift will be given to a more reliable Cougar Connector that can meet the attendance expectations.**

Other Shift Coverage Clarifications:

- If you claim a shift on the CC Facebook page, the shift is now your responsibility. If you can no longer cover said shift you are responsible for finding coverage.
- Shifts cannot be broken up (i.e. only getting partial coverage) unless approved by Ashley as a last resort.
- Trading shifts results in an excused absence for both Cougar Connectors.
- Shifts need to be posted for coverage at least 24 hours advance whenever possible!

## Section C. Write Up Policy

### Negative Write-Up

#### **First Strike**

- Taken as a warning – The CC will be notified verbally by either Ashley, Jessie, a Graduate Assistant or Team Leader
- Recorded in Cougar Connector personnel file

#### **Second Strike**

- Can be caused through repetition of previous action or another action that breaks contract
- Will be **required to meet with Ashley** to discuss the continuation of discouraged behavior and how it can be curbed
- Recorded in personnel file
- Results in a loss of daily shift (if applicable)

#### **Third Strike**

- Results in a dismissal from the Cougar Connector Position

**\*A strike can also result from continual complaints of behavior by other CCs about an individual**

### Positive Write-Up

- A positive write-up can be given to any CC that Ashley or a Team Leader see deserving. A fellow CC can suggest a nomination, as well.
  - o This includes, but is not limited to:
    - Taking on more responsibilities than are specified
    - Receiving praise from an event guest
    - Going above of what is expected in a position

### **Negation of a Strike**

- If a CC has received a strike, it will remain on record until one of the following occurs:
  - o A positive write-up is awarded the next semester
  - o A year has passed, without any other incident, since the strike occurred
- Some strikes are too severe, and will remain on record for the remainder of the year
  - o Determined at the discretion of Ashley

**\*\*The write-up/three strike policy is not the only way an employee can be terminated from the Cougar Connector team. At any point, Ashley can determine that termination is the appropriate course of action for a given situation.**

**Signature Page**

Please initial next to the following statements.

- \_\_\_\_\_ I have read and understand the Cougar Connector the General Guidelines and agree to adhere to the rules and regulations set forth in the policy.
- \_\_\_\_\_ I have read, understand, and will abide by the Training and Visit Event Policy. I understand that failure to attend/participate may result in the termination of my position.
- \_\_\_\_\_ I have read, understand, and will abide by the Phone and Computer Usage Contract.
- \_\_\_\_\_ I have read, understand, and will abide by the Confidentiality Contract.
- \_\_\_\_\_ I have read, understand, and will abide by the Academic Contract.
- \_\_\_\_\_ I have read, understand, and will abide by the Cougar Connector Accountability System (CCAS)
- \_\_\_\_\_ I understand that Ashley has the right to exercise discretion over any of the above policies

I have read, understand, and agree to abide by all expectations and policies set forth in the Cougar Connector Contract.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Printed Name: \_\_\_\_\_