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THE OFFICE OF ADMISSIONS

CONTACT INFORMATION

Supervisors:

Lea Hanson, Associate Director Lea.Hanson@ColoState.Edu 970-491-7044

Admissions Ambassadors Supervisors

Jennifer Pacheco Jennifer.Pacheco@ColoState.Edu 970-491-3653
Maribeth Ellis Maribeth.Ellis@ColoState.Edu 970-491-3927

Group Tour Coordinator:

Salomé Cardona Salome.Cardona@ColoState.Edu 970-491-3598

Office of Admissions:

University Welcome Center Front Desk: 970-491-INFO (4636)
General Admissions Phone Line: 970-491-6909
Mindy Nichols, Associate Executive Director 970-491-5851
LSC Registration Booth (Visit Days) 970-491-5361

Mailing Address:

Office of Admissions
Colorado State University
1062 Campus Delivery
Fort Collins, CO 80523-1062

Ammons Hall Physical Address:

711 Oval Drive
Fort Collins, CO 80523

MISSION

The Office of Admissions seeks to identify, recruit, admit, and enroll students consistent with the goals and policies of the University. As the State's land-grant institution, created to serve the peoples of Colorado and the nation, Colorado State is committed to assuring educational access and opportunity. The Office of Admissions strives to select a student body and staff who foster an appreciation for and/or contribution to a diverse campus community.

By presenting accurate and current information, we seek to serve and guide prospective students and their families through the admissions process. Through publications, programs, and other methods of communication the Office of Admissions provides a leadership role in creating the image of and promoting the institution to our various constituencies.

OVERVIEW OF UNIVERSITY WELCOME CENTER (UWC)

PURPOSE & PHILOSOPHY

This is an exciting time to be in the Office of Admissions and University Welcome Center (UWC) at Colorado State University. The University Welcome Center serves as the “front door” of the University and introduces visitors to CSU and all it has to offer. Your role, as a Welcome Center Assistant, is valued by the University and is vital to the success of the University Welcome Center and the Office of Admissions.

The University is relying on your knowledge of the institution for one of the most important student staff positions in the Office of Admissions. Your responsibilities include guiding visitors through the University's many offerings, explaining the admissions process, and highlighting CSU's many achievements. How you represent the University to visitors impacts public relations and our recruitment efforts.

FUNCTIONS

The University Welcome Center performs three crucial functions for the University:

1. Public Relations
2. Recruitment
3. Promotion

Remember the importance of your role:

1. Friendliness and honesty, always.
2. Exercise Good Judgment: Answering questions in a fair and non-biased manner.
3. Dependability: Be on time for work and thorough with job responsibilities.
4. Timeliness: Attend to the visitors' needs quickly.
5. Attention to detail: Familiarize visitors with the campus, its layout, and resources.
6. Make a good first impression: How you look and what you say and do reflect on the University.

Most importantly, represent the University to the best of your ability. You have the opportunity to make a positive and lasting contribution to CSU. For many visitors to the University, you may be one of the only CSU representatives with whom they will come in contact. Be the positive reason they remember CSU.

HOURS OF OPERATION

The University Welcome Center and the Office of Admissions operates under official university hours. During the academic year, we are open from 7:45 a.m. to 4:45 p.m. and our summer hours are from 7:30 a.m. to 4:30 p.m.

During the months of October, November, February, March and April, the University Welcome Center is open on Saturday mornings from 8:30 a.m. to 12:30 p.m. On these days, there is a Daily Information Session that begins at 9:15 a.m. and a Campus Tour at 10:00 a.m. There is also a counselor on duty during this time.

ROLES & RESPONSIBILITIES OF UNIVERSITY WELCOME CENTER ASSISTANTS

Your signature on the Employee Contract is binding. You are expected to review and know all of the information in this handbook. Because we operate in a flexible work environment and rules cannot be made for every situation, it is your responsibility to always use your best judgment. Failure to adhere to outlined expectations and responsibilities can result in termination of your employment.

EXPECTATIONS

- Show enthusiasm, loyalty, and dedication to Colorado State University.
- Be eager to learn more about Colorado State University.
- Demonstrate pride and school spirit.
- Effectively communicate with prospective students and their families.
- Exhibit strong customer-service skills.
- Be flexible and able to adapt in a fast paced and changing work environment.
- Exhibit strong work ethic and dependability.
- Be a team player able to develop a rapport with supervisors and other staff members.

KNOWLEDGE, SKILLS & ABILITIES

- Develop a strong knowledge of the Colorado State University campus including its academic programs, services, and activities.
- Demonstrate a strong knowledge of Admissions procedures.
- Demonstrate the ability to work independently as well as an effective member of a team.
- Demonstrate a positive and inviting demeanor.
- Be flexible and prepared to perform any relevant work requirements.
- Courtesy, respect, and willingness to help are the three keys to working at the University Welcome Center. These qualities are to be apparent while working at the Center and when attending University functions. Swearing, ethnic slurs or sexual comments will not be tolerated. Maintain composure if you hear negative or derogatory comments from others.
- Stay abreast of what's going on at the University, the University Welcome Center, and the Office of Admissions.

ATTENDANCE

Commitment to the goals of the University Welcome Center and the Office of Admissions and the responsibilities towards their fulfillment are required for continuous employment. Unexcused absences, lateness, and careless behavior can result in dismissal. Again, rules cannot be made for every situation so it is your responsibility use your best judgment.

- Attend all mandatory training and biweekly staff meetings.
- Arrive on time for your regularly scheduled shift. On time is defined as arriving a few minutes before your shift starts; you are allowed to clock in up to 5 minutes before your scheduled shift.
 - Clocking in more than 2 minutes after your shift is scheduled to begin is considered to be late.
 - Excessive lateness is grounds for termination.
- Leave on time for all shifts.
- If you are unable or would prefer not to cover a scheduled shift, it is your responsibility to find coverage. Lea must be informed of all shift trades.
- Unexpected sick leave is the only circumstance where you are not expected to find a replacement for your shift. However, you will still need to call in at least two hours before your shift begins.
- Any single unexcused absence or 'no show' is grounds for termination.

CONDUCT & PROFESSIONALISM

CONFIDENTIALITY

- Employees must never misuse their privilege of access to confidential or personal information for any reason.
- Employees must never disclose any confidential information that was acquired by the nature of employment with the University.
- As per the Family Educational Rights and Privacy Act (FERPA), application information can only be shared and/or discussed with the applicant directly. This includes parents and guardians. Few exceptions exist and will be covered in training. When in doubt, ask Lea or an Admissions staff member.

COMPUTER, INTERNET USAGE & PRINTING

- Facebook, MySpace, personal email or other non CSU websites are not permitted during work. However, being a good customer service agent may require internet research about CSU, Fort Collins or surrounding areas; in these situations, external websites are permitted.
- No school work, class notes, or non-related work is allowed at the front desk during work.
- Personal printing (coursework, homework, etc.) is not permitted while at work. Free printing resources are available on campus.

PROFESSIONAL CONDUCT

- Employees are expected to present a professional image of the University. They should take care that their actions have no detrimental effects on the institution.
- Cell phones cannot be used for personal reasons while at work. If you bring your cell phone to work, please keep it in silent mode during your shift.
- Ammons Hall is a public work space. Employees must conduct themselves in a respectful manner and be conscious of their environment – this includes monitoring voice level and discussion topics.
- Employees must refrain from the use of profanity and inappropriate language.
- Any time employees are wearing Welcome Center Assistant work attire, they represent the Office of Admissions and the University Welcome Center, even if they are off campus or not covering a shift.

ALCOHOL/SUBSTANCE ABUSE

- Use of alcohol or drugs while at work or showing up for work under the influence of substances or alcohol will result in immediate termination and may be turned over to Conflict Resolution and Student Conduct Services.
- Employees have a duty to report knowledge of coworkers' consumption of substances or inability to perform duties as a result of substance use. Failure to report can result in disciplinary action.

NON-DISCRIMINATION

- Colorado State University does not discriminate on the basis of race, age, color, religion, national origin, sexual orientation, veteran status or disability. Evidence of discrimination will not be tolerated. The University Welcome Center and the Office of Admissions works towards providing a safe and welcoming environment to all whom we encounter.
- Discriminatory acts warrant an immediate meeting with the supervisor and may result in reprimand and/or termination.

ACADEMIC POLICY

- Employees must maintain a level of academic success in their program of study at the University.
- Employees must be full-time, degree seeking students.
- A minimum cumulative CSU 2.5 GPA to maintain employment.
- Employees who do not meet the GPA requirements will be placed on probation for the following semester in order to bring up their GPA. If the GPA requirement is not met after the probationary semester, employment will be terminated.

E-MAIL

- All employees are required to check their email account daily.
- Employees who have an alternate email other than what is included on whentowork must copy or forward all whentowork messages to their alternate email account.

TIME SHEETS & PAY

PAY SCHEDULE

The student pay schedule is Appendix 1 in this handbook and can be found online at <http://www.hrs.colostate.edu/payroll/Hourly/PaySchedHrly.pdf>.

CLOCKING IN & OUT

- Employees must always clock in/out the start/end of their shift.
- Being on time is of the utmost importance. Welcome Center Assistants can clock in up to 5 minutes before a scheduled shift.
- Clocking in more than 2 minutes after the noted start time of your shift is considered to be late.
- If employees choose to stay late to check personal email or to chat with co-workers or admissions staff they must clock out first.
 - It is not permitted, however, for Welcome Center Assistants to stay in the office after hours.
- If employees have work-related duties following a shift or have been asked to speak with a supervisor, they must clock out immediately after that work is complete.

FORGETTING TO CLOCK IN / OUT

- If employees forget to clock in/out of their scheduled shift for any reason, they will automatically be clocked in and out for the standard scheduled shift time only.
- Excessive incidents of forgetting to clock in/out is grounds for reprimand.

SIGNING OFFICIAL PAPER TIMESHEETS

- Every two weeks (refer to Pay Schedule Appendix 1) all employees must sign their official paper timesheets in order to be paid.
- Timesheets will be given to employees every Monday following the "Pay Period End Date".
- Timesheets need to be signed every two weeks by the Tuesday following the "Pay Period End Date" (as indicated on the Pay Schedule) and can be signed as early as the day of the end of the pay period (always a Friday) after your shift ends. Timesheets that are signed after the Tuesday following the "Pay Period End Date" will not be processed and will be carried over to the next pay period.
- Excessive failure to sign and return timesheets in a timely manner can result in reprimand.
- If an error is found when checking the official timesheet, employees must notify their direct supervisor immediately.

PERSONAL CONTACT INFORMATION

- Employees must report personal contact information changes to their supervisor as soon as they are aware of the change. These changes may include new bank account information, address, phone number, etc. Any delay in communication of these changes may result in delay of payment.
- Employees are responsible for keeping personal information updated on when to work.

ELECTRONIC PAYCHECKS

All paychecks at Colorado State University are distributed electronically. At the point of hiring, you will need to submit bank documents in order to prepare for receiving your electronic paychecks. Receiving paper paychecks is not an option.

HOURS

WEEKLY SCHEDULE

The Welcome Center Assistant work schedule is a weekly schedule. At the beginning of each semester, a weekly schedule is posted and each employee's hours are the same each week. Exclusions are fall and spring break weeks and finals weeks.

FINALS WEEK

Each semester's finals week schedule is created based on employees' availability. Approximately two weeks before finals week, employees will be notified to submit their finals schedule and hours/days preferences for scheduling.

FALL & SPRING BREAK

Welcome Center Assistants are not required to work during fall and spring breaks but coverage in the office is needed. Students who are available during these weeks are scheduled to work; those who have the most availability are given preference in scheduling.

SATURDAY HOURS

The University Welcome Center and the Office of Admissions is open from 8:30 a.m. – 12:30 p.m. on Saturdays during the months of October, November, February, March, and April. On these days, there is a Daily Information Session that begins at 9:15 a.m. and a Campus Tour at 10:00 a.m. There is also a counselor on duty during this time. Each Welcome Center Assistant is expected to work approximately two Saturdays per semester during these hours.

DRESS CODE

Welcome Center Assistants will be provided with shirts to be worn while working. Wearing jeans is not permitted while working in the University Welcome Center; other clothing must be professional, clean and presentable. Appropriate bottoms include khaki pants, dress pants or slacks, and skirts of appropriate lengths. Athletic shoes and thong sandals are not permitted. As it is impossible to define and list all appropriate types of clothing and shoes, please use your best judgment when selecting clothing to wear to work.

HIRING & EMPLOYMENT

The Welcome Center Assistant in the University Welcome Center is a work study required position. Students will be assigned weekly work hours based on their total work study award amount.

REQUIREMENTS FOR WORKSTUDY EMPLOYEES

A work-study student must not work hours that will bring his/her total earnings over the amount authorized for a given position. The supervisor will advise the employee if the work study balance is running low so adjustments may be made to the student's work schedule if necessary.

MID YEAR AND ANNUAL EVALUATION

Welcome Center Assistants undergo performance evaluations twice each year at the end of the fall and spring semesters. The mid-year review is intended to be a check-in point to evaluate strengths, weaknesses, and overall progress in the position. The annual performance review evaluates these same topics and also plays a large role in determining whether or not employees are welcomed to return to the position the following year.

CUSTOMER SERVICE

WELCOMING VISITORS

You only get one chance to make a first impression and the impression you make will stay with visitors long after they leave. This impression affects the University's image, reputation and ability to attract students, faculty and support.

CUSTOMER SERVICE PHILOSOPHY & EXPECTATIONS

Everyone who comes into the University Welcome Center is to be treated as a guest. This includes other students, faculty and staff.

GREETING GUESTS AT THE UNIVERSITY WELCOME CENTER:

- Smile and say hello to everyone. You create a friendly atmosphere by saying "Hi" to everyone who enters the door.
- Give the visitor a minute to visually "take in" the Center before approaching them. Always stand and ask, "Hello, how may I help you?" We can eliminate confusion and make the visitor feel more comfortable by offering our assistance.
- If a line of forms at the counter, recognize those who are waiting by saying "I appreciate you waiting, I'll be with you as soon as I can".
- If you are unable to assist a visitor immediately, be sure to acknowledge them by making eye contact, smiling and saying, "I'll be right with you." Do this within 15 seconds of their appearance.

ENTHUSIASM FOR EACH VISITOR

Just like the stage actor or the concert musician who entertains a new audience for each performance, you will be meeting each of your visitors for the first time. Most likely, it will be the only time that the two of you will talk to each other. Each visitor deserves your most enthusiastic reception.

BASIC RECEPTION OF A VISITOR

1. (If seated) Stand (showing respect) and make eye contact with your visitor. Look alert and offer a warm welcome.
2. Smile and give a friendly greeting. Complete it by saying "How may I help you?"
3. Visitor: "I need directions to _____." You: "That's easy (or) "No Problem". I'll be glad to direct you there (This puts your visitor at ease). We want visitors to feel like helping them is fun and easy for us.

GIVING DIRECTIONS

1. When you are giving visitors direction to another campus location, ask them if they are planning to walk or drive; this may determine the route you suggest to get there.
2. On the map, highlight the University Welcome Center and the place (building, etc.) he/she wants to go. Also, point out the most convenient parking location (if appropriate) and highlight a suggested route for the visitor.
3. Turning the map so that it is oriented like the campus. Show guest where he/she is now, where he/she wants to go, and how to get there.
4. Be sure to ask the visitor if they have any other questions before they leave. If they have none, end your conversation with things like "Enjoy your visit" or "Good luck" or something related to the nature of their visit.

THE "QUESTION AND ANSWER BUCK" STOPS HERE!

Visitors should leave the University Welcome Center feeling like their questions have been answered. Use your resource materials (the Internet, the Resource Manuals, publications, Telephone Directory, or Admissions staff) to find the answer, or to find the person who can answer the question.

At no time should you **guess** at the answer to a visitor's question. Visitors expect us to have the answers to their questions or find the answers for them. Guessing and being shown to be wrong is worse than not knowing the answer and having to call someone.

ASSISTING VISITORS BY ASKING FOR MORE INFORMATION.

Visitors may not always know exactly what they are looking for. Asking a few probing questions can make sure they get the answers they need and also offers extra assistance to help make their visit more enjoyable. For example:

- When you are asked, "May I have a campus map?" answer, "Sure, is there a particular place I may point out for you?"
- When told, "I'm looking for the Chemistry Building". Ask "What office are you looking for?"
- When told, "I'd like to look around the campus on my own." Ask, "Is there anything specific you'd like to see?" If they don't have a specific place in mind, offer a few suggestions.

ASSISTING VISITORS WITH SPECIFIC ISSUES AND NEEDS

Angry Visitors

When visitors approach you and are upset, the highest priority is to listen to their concerns; most of the time, people feel better just by having the opportunity to tell their story. Don't interrupt them. Allow them to say everything they want to say. Then, recognize their anger by saying, "I'm sorry to hear that, let me see what I can do to help". Try to solve the problem as best you can, but do not engage in an argument with them.

Receiving Complaints and Suggestions about Anything

Visitors with complaints or suggestions are to be thanked for their interest and told that their thoughts will be passed on to the appropriate University Welcome Center or Office of Admissions staff member. Please make sure information like this is actually passed along. If needed, write their comments on a piece of paper in their presence to demonstrate your sincere concern for their comments. If the visitor wants a personal reply, get the name and address and give them to Lea along with their comments.

International Visitors

We receive many international visitors at Colorado State University and language barriers may be present with some of these individuals. Be patient when listening and speaking with them. If necessary, ask the visitor to write down their request or provide any paperwork they may have related to their request. Seek help from someone if you are still unclear about his/her needs.

Be conscious of your tone when communicating with visitors such as these; remember to speak clearly, but not necessarily louder. Always keep smiling and use a patient tone when conversing with them.

PROVIDING ACCESS FOR VISITORS

Ammons Hall is handicap accessible from both the front and rear entrances. Due to the fact that the building does not have an elevator, the second floor and the garden level are not accessible to visitors who are wheelchair bound.

If visitors need a wheelchair in order to fully participate in the campus tour, one can be borrowed from calling Occupational Therapy at 491-6253.

DUTIES

CHECKING VISITORS IN FOR DAILY INFORMATION SESSIONS & CAMPUS TOURS

Daily Information sessions and campus tours begin at 9:15 a.m. and 1:15 p.m.; usually, visitors start to arrive about 20/30 minutes prior to the start time but can sometimes arrive earlier. When visitors arrive for the Daily Information Session and Campus Tour, follow the instructions below.

- Smile and welcome them to Colorado State University and ask if they are here for the tour.
- Ask for the student's last name.
 - If the group has pre-registered, locate the student on the registration list and confirm the number of people in the party. If the number is correct, circle it. If it is incorrect, cross out the incorrect number and write in the correct number. Circle the correct number.
 - If the group has not pre-registered, add the student's first and last name to the bottom of the registration sheet and indicate the number of people in the party in the right column.
- Hand the student a viewbook package (viewbook, yellow walk sheet, green campus map, and bookstore coupon) and ask them to complete the yellow form and return it to you when they are finished.
- Ask the group if they parked on campus. If they say "yes", give them a daily parking permit and review the policies for parking with them.
 - Review section on parking on page 14 if needed.
- Let the group know that the presentation will begin at 9:15/1:15 and to make themselves comfortable until that time.
 - If the group is especially early, offer suggestions for getting coffee or lunch nearby.
- Prepare walk sheets for Admissions Ambassadors:
 - Highlight walk sheets: if the person is from Colorado, highlight their first name and the city they are from. If the person is from outside Colorado, highlight their first name and the state/country they are from.
 - Code groups together: if visitors attend as a group, such as a group of friends from St. Louis, or a family that includes several cousins, the walk sheets need to be coded so the group will be divided into the same tour group by the Admissions Ambassadors. This is most easily done by writing the same symbol on the top of each for each person in a group. For example, writing an asterisk on the top of all of the people who traveled together from St. Louis and a square on the top of the sheets of the family with several cousins.

CEEB CODING WALK SHEETS

Walk sheets need to have the high school CEEB code written on them for ease of entering them into BANNER. To find the CEEB code, go the tool called "CEEB Code Search" in your Sproutnet Toolbox. Once you are in the search engine, enter in the city and state to locate the correct CEEB code and add the code to the walk sheet.

Sometimes, students will use abbreviations on the walk sheet, such as 'BHS' instead of Brainerd High School or 'East' instead of Denver East High School. Whenever you can, try to take a look at the walk sheet as people turn them in so you are able to make these clarifications; it is often difficult to decipher them later on.

WELCOME CENTER EMAIL ACCOUNT

The University Welcome Center has an email account: ADM_WELCOMECENTER@COLOSTATE.EDU. All employees will have this account linked to their ColoState Outlook accounts so they are able to have this open while at work. Although few messages come to this account, it is important to check it several times throughout a shift to ensure that we respond to any messages that do come in.

VOICE MAIL & MESSAGES

Voice messages that are left for the University Welcome Center front desk extension 491-INFO (492-4636) come to the office electronically via the Welcome Center email account. It is essential that this inbox is checked several times a day, especially first thing in the mornings, to check for phone messages. Admissions staff members are instructed to leave a message with various places/people in the office when they are sick and this extension is one of those places.

RELAYING MESSAGES REGARDING STAFF ABSENCES

When a staff member calls to report that they'll be out that day, for whatever reason, it is essential that you notify that person's immediate supervisor immediately by forwarding them the voice message via email or calling and leaving them a message.

If the staff member calling in is an Admissions Ambassador who is scheduled to give a tour that day, it is VERY important to relay this information as quickly as possible. In this situation, it is required that you speak face to face with another Admissions Ambassador who is leading a tour during that same shift. The other Admissions Ambassador(s) who are scheduled will need to know if they'll be short staffed. Once you have notified an Admissions Ambassador in person, you can then relay the information to the Admissions Ambassador supervisors, Maribeth Ellis and Jennifer Pacheco via email or telephone message as indicated above.

USING AND CREATING PREWRITTEN RESPONSES

The Phone Counseling staff use a number of pre-written email responses that might be useful to emails that come to the ADM_WelcomeCenter inbox. These responses can be found at M:/Common/E-Mail/PRE-Written Email Responses. Some commonly used responses included instructions for updating applications, directions to campus, and responses for those who request general information.

When needed, feel free to create a pre-written email response from scratch that can work for questions that are frequently asked via the ADM_WelcomeCenter email account. If you create such a response and would like to add it to the file of pre-written email responses, it must be reviewed and approved by Lea before it can be sent.

PROCEDURES

OPENING AND CLOSING PROCEDURES

All of the keys you need are stashed in a secret spot. Try not to retrieve/replace the keys when there are guests around. On the weekdays, the Career Center is responsible for locking and unlocking the outdoor entrances. However, on Saturdays, you will have this responsibility.

OPENING

- Clock in; turn on nearby computer monitors.
- Unlock front doors (Saturdays only).
- Retrieve keys and unlock all desk drawers.
- Turn on lights.
- Turn on computer monitors.
- Unlock and set up the coffee/tea station.
 - Make sure everything is clean, and that there is enough of everything.
- Unlock presentation room.
 - Inside of the frame of the doors is a little stopper. Pulling it up unlatches the door; pulling it down latches it.
- Turn on MyCSU video in the fountain room.
 - Inside the cabinets beneath the computers to the right of the TV are the remote controls for the TV and the DVD player. Hit the power button for each. See the fact sheet for turning on video if you have trouble.
- Change the date on the red date stamp.
- Print off Daily Tour information sheets and begin preparing viewbook packets for guests.
- Print welcome signs for guests (see instructions on page 17).
- Straighten chairs in the presentation room, if needed.

CLOSING

- Turn off computer and video monitors at the computer kiosks. It is not necessary to shut down the computers.
- Lock the presentation room doors.
- Put away the refreshments, wipe down the counter, and lock the cupboard door.
- Remove welcome signs from the sign in the front entryway.
- Straighten the front desk and wipe down if needed.
- Turn off lights.
- Lock all desk drawers and hide the key.
- Put the "closed" sign on the front desk.
- Clock out.

TURNING ON THE MYCSU VIDEO

You can access the DVD player as well as the two remotes by unlocking the cabinet beneath the set of computers just right of the TV.

- First turn on the TV, then the DVD player. The movie will play on its own. Hit the rewind button to start the film over, if needed.
- If movie won't play, make sure to push the DVD button a few times until the screen says Video #7: DVD.

USING THE TELEPHONE

HOW TO ANSWER IT:

Answer the telephone before the third ring and say, "University Welcome Center, this is _____, how can I help you?" Put a smile on your face while you answer the phone, it will come out in your voice!

HOW TO PUT A CALLER ON HOLD:

Ask first ("may I put you on hold for a moment while I find out more information"). Wait for them to respond before putting them on hold. Get back to them as soon as possible. If you cannot get the information immediately, offer to take the caller's number and get back in touch with them when you have the information. Remember that this may be their first contact with the University and we want it to be a positive one.

HOW TO TRANSFER A CALLER TO ANOTHER CAMPUS PHONE:

- Tell the caller that you are going to transfer them. Give them the telephone number before you transfer them, "In case we get disconnected, this is the number you requested. I will transfer you now".
- Press the "flash" button, this puts the caller on hold and they cannot hear you or the person you are transferring them to.
- Dial the five-digit number for the other office or campus location.
- If you are able, take the time to introduce the caller to the person you are transferring them to.
- To connect to caller to the new location, press the "transfer" button again. At this point, all three of you will be on the line.
- Hang up the phone and the two other participants can continue their conversation.

LONG DISTANCE CALLING CODES

Each employee has their own long distance calling code assigned to them; to maintain the best order and budgeting records use only your code. Using the long distance code is only permitted for work-related calls. Each month, each employee receives an itemized call statement that they will need to review and sign indicating that all of the calls made were for university business.

WHEN A VISITOR ASKS TO USE THE PHONE:

Visitors are welcome to use the phone at the front desk for brief local calls. Whenever it is possible, offer to make a call for the visitor.

CALLING SOMEONE ON CAMPUS:

When calling someone on campus to get an answer for a visitor, identify yourself. "Hello, this is (name) from the University Welcome Center and Office of Admissions. I have a visitor who wants to know _____"

CALLING SOMEONE OFF CAMPUS:

Press 8 before dialing an off-campus phone number. If the number requires you to dial the area code, you must also dial "1" before dialing the number. For example 8-1-970-123-4567.

LONG DISTANCE CALLS

When dialing long distance numbers, you will be required to use a long distance calling code for billing purposes. Once you dial a long distance number, the dial tone will beep a few times; at this point enter your calling code. Again, visitors are not able to use the phone for long distance calls.

USING THE FAX MACHINE

TO SEND A FAX:

- Push the on-screen button that says, "Fax."
- If you do not see this button on the screen, push the button to the left of the screen that says, "Services", then push "Fax".
- In the paper tray above the scanner, place the sheet you want to fax inside, face up. You can only scan one sheet at a time.
- Dial "8" and the seven-digit number.
- Push "Start" (off-screen button).
- Wait a few moments.
- You can check the status of the fax by hitting the off-screen "Job Status" button.
- When the fax goes through, the machine will print a job report.
- If the fax transmission fails, the machine will print a job reports with the notation, "FA," but you may not see this immediately (the fax machine will make a few tries first).

TO SEND AN EMAIL:

- Push the on-screen button that says, "Email."
- Select "To:" on-screen and type in e-mail address. Hit "Enter."
- Follow on-screen instructions.

USING THE PRESENTATION EQUIPMENT IN THE PRESENTATION ROOM

Instructions for using the presentation equipment can be found in Appendix 3.

As an employee in the University Welcome Center, you need to know how to use the technology in the presentation room. You will very rarely need to utilize this knowledge, as the only people who are permitted to use the technology are Admissions staff members and other 'need-to-know' employees are trained. Some examples of situations that might arise are when other staff members need a refresher, high level University administrators, such as the President, are visiting the University Welcome Center and want to show their guests.

If any kind of problems arise with the presentation equipment, please do not attempt to trouble shoot or fix it, call upon Lea or Mindy to resolve the problem.

PARKING

The Office of Admissions provides free daily parking permits only for visitors who are participating in official Admissions programs (the Daily Information Session & Tour, TransCentral, Special Group Visits, Visit Days, etc.) Other campus visitors can purchase daily parking permits from Parking Services in Green Hall or can park in metered parking.

The front row of parking spots south (in front) of the University Welcome Center are reserved for visitors; staff are not permitted to park there.

DEALING WITH PARKING TICKETS

The University Welcome Center and Office of Admissions is happy to take care of most parking tickets that an UWC or Admissions visitor gets while they are on campus. We cannot take care of parking tickets that were received while parked in a metered space or in a Pay-By-Space (Lory Student Center Lot).

Remember, the Office of Admissions only covers parking for those visitors who are participating in official Admissions programs (the Daily Information Session & Tour, TransCentral, Special Group Visits, Visit Days, etc.) If an Admissions Visitor receives a parking ticket, do the following:

- Check the ticket to verify an appropriate lot: ticket will state, "Parked without Permit".
- Make a copy of the visitor's walk sheet and staple this copy to the parking ticket.
- Write the parking permit number (obtained from the parking permit binder) on the walk sheet.
- Put the ticket and the copy of yellow sheet in Mindy's mailbox.

DAILY TASKS

FILING AND DISPLAYING BROCHURES

There are various brochures and reading materials around the public areas of Ammons hall. A few times each day, walk around these areas to organize and display these materials in a neat manner and replenish as needed. Each brochure must have one of the "Office of Admissions Copy" sticker labels on it.

If supplies need to be replenished, let Lea know.

REPLENISHING THE REFRESHMENT STATION

Check throughout the day to be sure that there is enough water and coffee/tea packets at the refreshment station. If supplies need to be replenished, let Lea know.

STRAIGHTENING THE PRESENTATION ROOM

After the tour groups leave the building, take a moment to walk through the presentation room to straighten chairs and pick up any trash that was left behind. If anyone has left behind a personal item, keep it at the front desk.

CHECKING IN ON COMPUTER KIOSKS

A few times each day, check each computer kiosk to be sure that the CSU homepage is displayed.

COMMON TASKS

RECEIVING APPLICATION DOCUMENTS

All students who are turning in application documents are instructed to do so at the University Welcome Center. Any document that will be added to an applicant's file needs to be official, original copies. Any document that is turned in **MUST** be date stamped. Employees should also write their initials somewhere in the date stamped area so records will indicate *who* received the document in addition to *when* it was received.

All documents must be placed in the outgoing mail bin at the front desk to be picked up by Connie.

TRANSCRIPTS

We only accept official original copies of all types of transcripts (college, high school, etc.). Almost exclusively, this means that the transcript will be presented to us in a sealed envelope that is directly from the institution's Registrar (or equivalent) office.

INTERNATIONAL STUDENTS' DOCUMENTS

International students are the only applicants from whom we will accept transcripts that are not original copies. However, the student must bring in the official original copy for us to view and we make of a copy of it ourselves. We will not accept photo copies of transcripts from the student. For these situations, be sure that the document is photocopied completely (sometimes transcripts are printed on legal sized paper and if they are copied onto 8.5x11 paper, we may be missing something from the bottom of the page) and be sure to stamp **EACH PAGE** of the document with the 'copied from the original' stamp. Date stamp the front page only. You must also put your initials within the stamped area so others are able to tell who received the document.

RECEIVING MONEY

Application fees (\$50) and Enrollment Deposit fees (\$300) can be paid at the front desk with **exact cash or check**. People who wish to use a credit/debit card can do so online via their RamWeb account. We prefer students to pay via their RamWeb, as it is faster to process; feel free to show students how to log onto RamWeb from a computer kiosk if they are interested in paying either of these fees with a credit/debit card.

- All fees need to be attached to a fully completed green payment sheet. These green sheets are for the processing department to ensure that the payment is matched with the correct student. Staple the payment (cash or check) to the green sheet and put it in the outgoing mail bin.
- Complete a receipt for ALL payments collected. Even if the student indicates that they do not want a receipt, make them one anyway.
 - The receipt book has three carbon copies: one is for the visitor, one is to be stapled to the green sheet, and one is left in our book.
 - The receipt **MUST** be completely filled out, including the who received the money.
- If the applicant is paying an enrollment deposit with cash, call Patricia Rapacz at x1-7017 to let her know that you've received cash for an enrollment deposit. Connie picks up the mail around 1:30-2:00 p.m. If she has already come by for the day, we still want someone to pick it up so cash is not at the desk overnight.
- To view enrollment deposit information, go to the student's profile via ARIES web. Under Application Summary, look in the Application Information box (below application status date & above CCHE index).
- Students wanting an Enrollment Deposit deferral must be eligible for a Pell Grant. To request a deferral for an eligible student, email that student's full name and CSUID to Adm_processors@mail.colostate.edu.

ADDING WALK SHEETS TO ARIES

Walk sheets must be entered on the system within two days of the student visiting campus. Complete instructions for adding walk sheets to ARIES can be found in Appendix 2 of this manual.

TENTATIVE EVALUATIONS

Students who are requesting a tentative transfer evaluation must complete the green TransCentral/Tentative Transfer Eval form. We will accept these forms with official copies of transcripts. This package will be forwarded to the Transfer Evaluation Office and will be evaluated within approximately two weeks. The student will receive the completed evaluation in the mail.

TRAFFIC LOG

In order to maintain accurate data, we record the needs and questions in a weekly traffic log. One sheet is used for an entire week and the data is transferred to an Excel file at the end of each week for long term record keeping. It is all employees' responsibility to record information onto the traffic log, but only one person's responsibility to transcribe it into the electronic file. This file is forwarded to Lea the last week of each month.

HANDLING WALK-IN COUNSELING SESSIONS

The University Welcome Center offers admissions counseling on a walk-in basis from 8:30 a.m. until 4:30 p.m. every weekday and from 8:30 a.m. until 12:30 p.m. on the Saturdays that we are open. When a visitor comes in and requests to visit with an admissions counselor or asks you a question that you feel may be better suited for an Admissions staff member, facilitate the process of arranging a walk-in counseling appointment.

The first step is to be sure that the student has completed a yellow walk sheet. If the student has participated in the Daily Information Session and/or tour that day, locate the walk sheet that they completed while they were in the office early for check-in. If they do not have a walk sheet already, ask them to complete one. On the back of the completed walk sheet, record the date and the time that the visitor arrived in the office.

The counselor on duty can be reached by calling 491-3811. When the counselor comes out, give him/her the walk sheet so they are able to overview the student. If you have information regarding what the student will be asking, let them know that as well. The counselor will then record the "Time Seen" on the back of the walk sheet and meet with the student. When the session is concluded, the counselor will record the "Time Out" on the back of the walk sheet.

RECORDING COUNSELING SESSIONS

All counseling sessions need to be recorded in the red counseling binder. It is important to complete all appropriate columns in order to provide complete information for data recording purposes.

When available pages get low, make photo copies for additional pages.

MAKING RESERVATIONS FOR DAILY INFORMATION SESSIONS AND TOURS

We are happy to take reservations over the phone for Daily Information Sessions and Campus Tours. To schedule someone for a visit, go online to www.admissions.colostate.edu and do the following:

- Click "Visit Campus".
- Click "Admissions Visit Calendar".
- Select the date that the visitor would like to visit.
- The page that is brought up will indicate how many seats are available for that event; confirm that there is room for the caller's party size.
- Click "Register for Event".
- Complete the information with as much detail as possible and be sure to confirm the spelling of names, towns, etc. When the form is complete, click "Register".
- Tell the caller that they will get an email confirmation that includes directions to campus.

PREPARING THE DAILY DISPLAY OF VISITORS

Go into General Event Viewer in your Sproutnet toolbox to that days list of visitors. Copy and paste this list into the MSWord document titled "Ammons Student Welcome Sign". The template can be sent to you from Lea via email for you to save on your desktop at the front desk. Once the list of names is pasted into the new document, format the document to remove borders and the column that illustrates the number of people in the group. Change the date on the document to reflect the correct date.

Once the document is formatted correctly, print the document on the designated gold marble paper that can be found in the file cabinet in the office with the copier. Once this is completed, post the sign on the display board in the front hallway and entryway.

SAFETY PROCEDURES

WORKERS COMPENSATION

Your safety and well-being while at work is protected under Federal Law. The Workers Compensation Act is Appendix 4 of this handbook; it is your responsibility to review it and follow the outlined procedures if you are ever injured at work.

If you are injured at work:

- **Notify Lea immediately.** Employees are covered by Workman's Compensation through the University. Paperwork must be filed with your Direct Supervisor and Environmental Health within four working days of accident/injury. Failure to do so will result in loss of compensation to the employee.
- There are three classifications of injuries, emergency, urgent and non-urgent. The following describes the types of treatment and locations where injured employee should report.
 - For **Emergency Care**, use **Poudre Valley Hospital Emergency Department** (24 hours a day).
 - For **Walk-in Urgent Care** use **Occupational Health Services** located at 1330 Oakridge Drive across from Poudre Valley Hospital, or North Clinic at 1025 Pennock Place 8:00 a.m. – 5:00 p.m., Monday – Friday at both clinics. Weekends, 9:00 a.m. – 9:00 p.m., 5:00 p.m. – 9:00 p.m. use Harmony Urgent Care Center at 2128 E. Harmony Road.
 - For **Non-urgent Care or Follow up Medical Treatment**, please go to **Occupational Health Services** located across Lemay from Poudre Valley Hospital. By appointment they are available 8:00 a.m. – 5:00 p.m., Monday – Friday. Telephone number: 495-8450.

IN CASE OF AN EMERGENCY

Emergencies can come in many forms including weather, campus safety, the injury of a guest, etc. Colorado State University has an Emergency Operations Plan (EOP) controlled by University Chief of Police and the Emergency Management Team (EMT). The EOP describes the University's emergency management plan to cope with hazards that threaten the campus. It describes the concept of operations for response to potential emergencies and delineates the role and responsibilities of departments, divisions, and agencies that are expected to help protect life and property on campus. It also describes how the University is organized to reduce or eliminate various threats to life and property by stating what actions need to be taken and who should take them.

Most major campus emergencies will be coordinated from an Emergency Operations Center staffed by members of the EMT. The EMT will oversee and support field operations staff that use an Incident command system. The Chief of Police, in conjunction with the Director of Environmental Health Services (EHS), will be the Emergency Coordinators. Strategic decisions will be made with advice from the EMT. The Emergency Coordinators will receive direction and support from the EMT. The EMT reports to the Associate Vice President for Public Safety.

If there is an emergency in the University Welcome Center, follow these steps:

WEATHER:

All weather related closures and delays can be listened to by calling 491-SNOW (491-7669). If the University is closed due to severe weather, the University Welcome Center and the Office of Admissions will also be closed and you do not need to report to work on these days.

If severe weather threatens the office while we are open, please stay calm and check with Admissions staff members on how you can best assist our guests and visitors.

If severe weather hinders your ability to come to work or stay at work, you must connect with Lea before making any decisions that will affect your presence at a scheduled shift.

INJURED PERSON:

- Notify a responsible Office of Admissions staff member immediately.
- Call for medical / fire / police assistance.
- Wait with injured patron until medical help arrives and takes over (if applicable).

Script for Activating Emergency Personnel (Police / Fire / Ambulance)

- Dial 911 or CSUPD (491-6425)
- My name is: (STATE NAME CLEARLY)
- I am calling from the University Welcome Center in Ammons Hall on the northwest corner of the Oval.
- There is a possible: (STATE TYPE OF SUSPECTED INJURY OR EMERGENCY)
- We need: (POLICE, AMBULANCE, FIRE TRUCK, ETC.) to respond.
- **Stay on the line – Hang up last**
- Maintain communication with other staff on location.
- Answer dispatcher questions.

EMPLOYEE CONTRACT

**University Welcome Center
Office of Admissions
Welcome Center Assistant Contract**

Name: _____

By signing this contract, I certify that I have thoroughly reviewed the Handbook for Welcome Center Assistants in the University Welcome Center and Office of Admissions and agree to adhere to all of its terms and expectations.

Student Employee Signature

Date