Sample Student Staff Operational Manual Table of Contents & Training Checklist

*Applicable information varies per office/unit/area, and may be personalized accordingly

1. Welcome
   a. The USD Way
   b. USD Mission
   c. Division and Department Statements of Purpose
   d. Student Development Learning Outcomes

2. General Information
   a. Facilities
   b. Operational Hours
   c. Guests
   d. Social Media
   e. Lost and Found

3. Employee Guidelines
   a. USD Policies
   b. Expectations
   c. Schedules
   d. Time Cards & Pay Periods
   e. Phone
   f. Staff Communications
   g. Evaluations
   h. Employee Development
   i. Discipline and Dismissal

4. Daily Operations, Equipment & Maintenance
   a. Maintenance and Equipment
   b. Office Equipment
   c. Area Tasks

5. Emergency Procedures
   a. Natural Disasters
   b. Hazardous Material Spill/Blood Borne Pathogen
   c. Power Outages
   d. Abusive Customer
   e. Robbery
   f. Injury
   g. Emergency Personnel Transport Off Campus
   h. AEDs
   i. Emergency Response Drills

6. Programs

7. Administrative Documents/Forms
   a. Summary of Duties & Expectations
   b. Resource List/Important Phone Numbers
   c. Employee Training Packet
      i. Cover Page
      ii. Training Checklist
   d. Meal Break Waiver Agreement
   e. Authorization to Check Motor Vehicle
   f. Incident Report
   g. Sales Instructions
   h. Local Urgent Care Facilities and Hospitals
Sample Work Area Training Checklist *Modified from the Mission Fitness Center

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As a member of our ________ Team I understand I need to be proficient in the following areas. After reading the ________ Manual, I will discuss each area with a supervisor and have him/her initial once we are both confident I know the relevant info. I understand this checklist and my performance goals are due within my first three work shifts. **Student Staff Initials: ________**

**Supervisor Initials**

- Campus Recreation Facilities [http://www.sandiego.edu/campusrecreation/about/facilities.php](http://www.sandiego.edu/campusrecreation/about/facilities.php)
- **Hours of Operation** and Facilities Tour
- Guest Pass/Policy (P.L.A.T.E.S.)
- Meal Break Waiver and Driver Authorization Forms
- MFC Website: USD FIT (University Fitness) includes [GroupEx](http://www.sandiego.edu/campusrecreation/fitness_wellness/), [Employee GroupEx](http://www.sandiego.edu/campusrecreation/fitness_wellness/) & [Personal Training](http://www.sandiego.edu/campusrecreation/fitness_wellness/)
- Social Media
- Hourly Tasks (M&M's)/Lost & Found/Towel Trade (Laundry Room/Cabinet Keys)
- Kronos Timecard: Overtime & Meal Break Rules (30 min. break before beginning of the 5th hour)
- Substitutions: Invitation to Facebook Page/Coverage Process
- Phone (Answering/Transferring/Checking & Taking Messages)
- Monitoring your area
- Staff Communications Google doc including all tabs (e.g. “How to add a note” S.O.S. Guidelines)
- Naming & Finding Files on office laptop and in Google documents
- Work Relationship policies
- Workspace and Homework Guidelines and Policy
- Discipline and Dismissal
- **Area Specific Training** (e.g. Cardio Cleaning Training Video [http://www.youtube.com/watch?v=_nmACccQN7k](http://www.youtube.com/watch?v=_nmACccQN7k))
- Cardio units cleaning *Leadership Staff inspection* (treadmill, elliptical, X trainer, etc.)
- Mandatory Fall/Spring Staff Meetings (2nd Tues. each month in San Buen. 3rd Fl. Conference Room)
- Fall/Spring Teams & Monthly Tasks
- Cleaning Supplies/Custodial Closet/Table succulents
- Equipment Maintenance Log; floor plan listing room numbers
- Exercise Classroom - Music including CD/iPod/Yoga Mats/Free Weight Key
- Body Composition Scale
- Equipment Check-out (TRX/Yoga Mat/Foam Roller, etc.)
- Emergency Response Procedures (Evacuation location:______); Backpack & Injury Reports
- Sales - program registration & locker rentals
- USD REC Fitness Programs [http://www.sandiego.edu/campusrecreation/fitness_wellness/](http://www.sandiego.edu/campusrecreation/fitness_wellness/)
- Group Exercise Pass Pick-up Procedure
- Program Registration - register as Test for GroupEx
- Login to the Manage page and practice recording on the USD FIT Programs googledoc
- Patrons of Concern
- **Shadow Opening/Closing shift**
- Proper Lifting Technique/Form [http://www.grainger.com/content/qt-proper-lifting-techniques-221](http://www.grainger.com/content/qt-proper-lifting-techniques-221)

(Supervisor ask ‘Commonly Asked Questions’ at end of page to new employee)

*Refer to USD REC Employee Manual Google Doc for complete details.*