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

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
___ 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, Employee GroupEx & Personal Training
___ 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
___ Cardio units cleaning **w/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)
___ Facility Rules http://www.sandiego.edu/mfc/about/guidelines.php
___ Sales - program registration & locker rentals
___ USD REC Fitness Programs 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
    (Supervisor ask 'Commonly Asked Questions' at end of page to new employee)

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