



# **Round Rock Higher Education Center Texas State University – San Marcos**

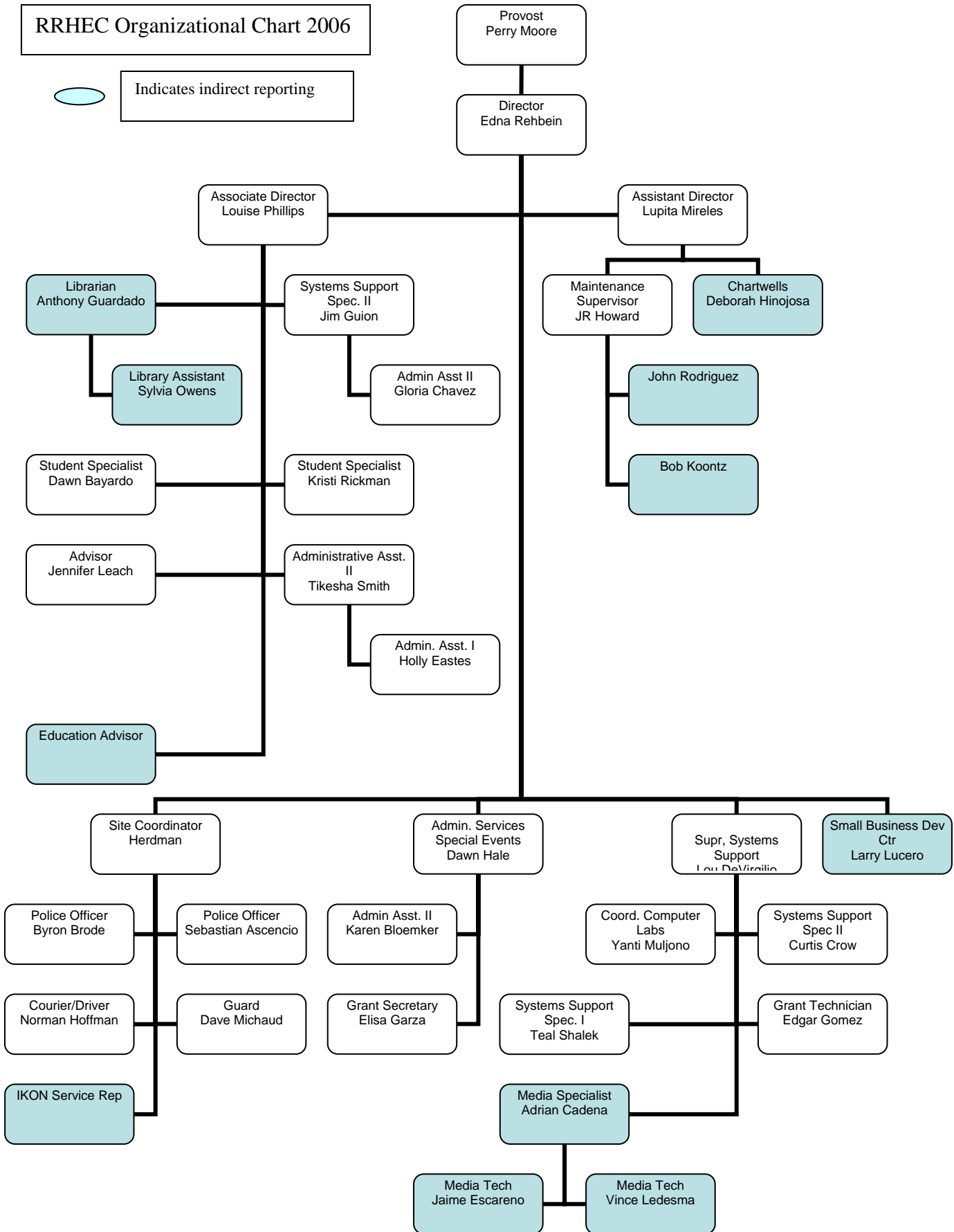
## **Staff Handbook**

August 2006

# RRHEC Organizational Chart 2006



Indicates indirect reporting



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**Avery Building Dedication Ceremony  
May 19, 2006**

## **I. Welcome**

Welcome to the Round Rock Higher Education Center (RRHEC). We are very glad to have you as part of our team. We look forward to a great year and we want you to know that we appreciate you.

This department is continuously refining and developing policies, procedures and a culture of excellence. We want you to represent the RRHEC to the best of your abilities. At the same time, we will strive to provide you with an experience that enriches your professional and personal skills and goals.

The RRHEC is comprised of the following organizations: Texas State University, Austin Community College (ACC) and Temple College at Taylor (TCAT). The Texas State University sponsored staff of the RRHEC is a unit of the Office of the Provost and Vice President for Academic Affairs.

## **II. Mission Statement**

The RRHEC staff provides quality educational delivery systems, student support services, and training opportunities to students in North Austin and Williamson County. To accomplish these goals, the RRHEC expands on the quality instruction of the faculty by providing:

- instructional facilities equipped with the latest technology,
- efficient and effective student support services
- career training responsive to community needs, and
- courteous, top-quality customer service.

## **III. General Responsibilities and Expectations**

### **A. What you can expect from working at the RRHEC**

1. Interactions in a collegial and professional environment.
2. Reward and recognition for efforts and outcomes.
3. Opportunity to pursue personal career goals and develop to your full potential.
4. Experiences in a fast-paced and growing organization.
5. Willingness to use everyone's ideas and expertise for teamwork and collaboration.
6. Opportunity to hone professional skills and competencies.
7. Contact with a variety of internal and external constituencies.

### **B. What working at the RRHEC requires from you**

1. Serve all constituents with honesty, integrity, diligence, and respect.
2. Contribute to the goals of the RRHEC, Academic Affairs, and the University.

3. Initiate time and cost saving measures when possible.
4. Produce accurate and quality work by specified dates.
5. Keep a timely and consistent work schedule.
6. Maintain a professional atmosphere.
7. Focus on excellence.

#### **IV. Accountability, Commitment and Attendance**

By accepting employment with the RRHEC, you enter into an implied contract that you can and will exhibit commitment and assume accountability for your performance. Commitment is demonstrated by being punctual in your attendance and in the performance of your tasks, by limiting absences, scheduling personal appointments at off-peak hours, and demonstrating eagerness to perform your tasks and assume new tasks as necessary.

Accountability is demonstrated by taking responsibility for the quality of your work and remedying any inaccuracies or problems as quickly as possible. The quality of your work and an eagerness to perform your tasks and assume new responsibilities are a reflection of you and the RRHEC. If you need to take time off from work you need to request it from your **immediate supervisor** in advance so your tasks can be covered by someone else.

#### **V. Office Etiquette**

This section addresses etiquette while at work.

**A. Phone Etiquette: Phones must not go unanswered.** The first priority of all staff is to answer any phone that is ringing. Customers who are in the office in person can hear the phone ringing and understand that you must answer it. But the customers on the phone do not know that you are busy and will interpret an unanswered phone as a lack of interest from the staff and the Center. If customers are in the office, please excuse yourself for a moment, pick up the phone, and if the caller's concern can be answered with a quick response, do so. If the caller requires a lengthy response, ask the caller to please hold. If your office is in another building and you happen to be in the front office while phones are ringing and the regular front office staff is on the phone, **you too need to answer the phones.**

All staff must check their phones throughout the day to insure that messages have been retrieved. Time needs to be set aside to respond in a timely fashion to the person who has left the message. Usually this means returning the phone call in the same day it was received. If you do not have the information requested by the caller, return the call indicating who might be of help to the caller.

- B. Cell Phones:** It is imperative that you **limit your cell phone** use while at work. If a private call is received, please be sure to answer it promptly and either handle the call privately or ask the caller to call at another time. Your work is your signature. It is a reflection on you, the office and the University and private calls should never interfere with customer service.
- C. Diversity:** Refrain from speaking or behaving in ways that are discriminatory on the basis of race, national origin, sexual preference, religion, age or disabilities at all times. Show respect for others' preferences.
- D. Pleasantries:** Anyone walking into our center, students or professors should be greeted with a smile. "Hello...or Good Morning, or afternoon...May I help you? Address all Professors as Dr... (*better to err with formality than offend them with a lesser title*).
- E. Politeness:** Say "yes sir", "no sir" or "yes Ma'am..." when speaking with anyone, (please refrain from "uh huh, uh ugh, or yea, etc.)" Use "please" and "thank you" at every opportunity. Be respectful, not just to people coming into the office, but to your co-workers. Communicate your feelings, as it helps eliminate tensions and misunderstandings.
- F. Inappropriate Language:** Curse words, derogatory slurs, or any other inappropriate language will not be tolerated at work.
- G. Messages:** Leave proper messages: Use the pink phone message slips. Begin with whom the message is for, who came by or called, the time, date and what they wanted or said. Be sure to include your name or initials on the message. Deliver the message to the appropriate person, their administrative assistant, or to their In-Box.
- H. Accuracy:** If you are sending someone to another department or office be sure you are sending them to the right place. Double-check the location. Call and makes sure the department/office is the right place to send them, and ask for the name of the person the student can ask for. Don't send them on a "wild goose chase."
- I. Neatness:** Ensure a clean and neat office environment. If there is nothing to do, there is always something that can be cleaned, storage cabinets that can be straightened up, or files that can be reviewed and cleaned out. Or go around the desk and look at our office from the "customer's" perspective. How can we improve? Then do it!

## VI. Customer Service and Communication

All student assistants and staff are expected to give customers friendly, courteous, and prompt service. This is the backbone of our operations and success. Being

tired or in a bad mood are not reasons to treat a customer badly.

**A. First Impressions:** A calm relaxed smile says that you enjoy your work and enjoy meeting people. That kind of smile puts everyone at ease, and makes for a great first impression when anyone enters our office. Building rapport begins with the first impression. \*(1)

**B. Basic Strategy:** Great customer service is knowing and doing the “little things” right. There are some very basic things that make a big difference to customers. Some of the basics include: \*(2)

1. Smile as the customer walks in the door.
2. Shake hands – don’t be afraid to extend your hand.
3. Welcome our customers – “Hi, how are you?” “May I help you?”
4. Use your name, “My name is ... May I help you?”
5. Use the customer’s name... “May I say who is calling, who is here...?”
6. Acknowledge your customers – especially if you are busy; look up, hold up your hand, mouth one minute “please”, smile and let them know you know they need your attention.
7. Articulate your voice and smile! Use communication skills, a good time to fine tune them, or learn some... (It’s not what you say, but how you say it!!!!)
8. You can never say “Thank You!” too many times.
9. Respect our environment (a clean office and classrooms - are a must!!! Make a mess? Clean it up!)
10. Never lie or mislead the customer (it just makes them mad later).
11. Do not be afraid to say, “I’m new here,” or “I don’t know” or ask someone (better to say I don’t know than tell them something wrong!)
12. Do not be afraid to say, “I’m sorry.”
13. Show empathy (with their predicament). You may be in their shoes one day, if you have not already! Treat people how you want to be treated!
14. Listen to your customer (use the 75/25 rule). (Let them do 75% of the talking, you do 25%.)
15. If you do not know the answer to their question, tell them that, and assure them you will do your best to find the answer...and do it!

**C. Stress and Conflict:** We want a professional presence, which means having credibility with all types of customers. It’s hard for customers to trust and depend on us if we have uncontrollable outbursts. If others see us react irrationally or emotionally we damage our relationships and influence with them. Customers will take the cue from you. If you are in control and able to handle problems, the customer will also remain calm.

1. **Know triggers:** Identify what makes you mad. Awareness can lead to a responsible reaction rather than turning into a raving maniac. Think wise and try not to let them push your hot buttons. Control your responses. If

someone makes your mad by being rude, it is never a bad idea to just say NOTHING. (The old count to ten...)

2. **Diffuse:** Be empathetic to those students coming in (especially at registration) who are emotional, stressed and harried. You can use phrases to help diffuse a difficult person/situation: "I understand..." "I'm so sorry that happened to you..." "I can see why you feel that way..." "Wow, that's awful...let's see what we can do to help"...above all, let them talk and get it out (use the 75/25 rule; let them do 75 percent of the talking!)
3. **Stone method:** Instead of getting defensive and angry, don't react at all. Keep all signs of anger under wraps. Remain in control.
4. **Patience:** In a flash of anger, sometimes we react too quickly. Let the person finish their sentence or thought. In waiting to respond verbally, you create a strong image. Again, you appear in control. Count to ten, sit or stand still. When you begin to speak, speak slowly, quietly and carefully weigh your words.
5. **New Perspective:** Put the situation in perspective. Will what this person says at this moment change your life? Poke a little fun at yourself and the circumstances. It will help you feel better and help everyone around you feel at ease. \*(1) Do not take their comments personally.

## VII. Confidentiality and Privacy

Information heard or seen in the office is to be kept confidential. We ask that you use caution when duplicating confidential information on copy and fax machines.

**If you are caught distributing confidential information outside of the office, it is grounds for termination and possible legal action by the student whose information is being circulated. Violation or abuse of UPPS 07.10.02.02, by knowingly and without authorization, using, buying, selling, stealing, transporting, soliciting, copying or possessing, in whole or in part, the contents of an unadministered test or bribing anyone to obtain an unadministered test or obtain information about a test is a violation of the academic honesty policy and is grounds for termination and expulsion from the University.** We can't emphasize enough the importance of abiding by this policy. If you are unsure of whether information is confidential, please check with your supervisor.

Privacy, including yours, your co-workers, students and faculty, is another important workplace consideration. Office gossip and idle chatter are two of the worst offenders which contribute to unproductive office time. Vicious gossip is detrimental to maintaining a professional presence and can deteriorate the whole department's atmosphere and morale. If you find yourself the recipient of too much gossip, the best way to diffuse the situation is to remain noncommittal and a bit unattached. Educate and empower yourself. Get your own information from other sources before forming an opinion. \*(1) Topics to

avoid in the office include: 1) Trouble in your relationship 2) Money problems 3) Salary levels 4) Your (or others) sexual life 5) Your (or others) party life 6) Secrets known about boss, coworkers or other constituents.

## VIII. Projects and Tasks

Staff and student assistants are expected to complete projects assigned to them to the best of their abilities and within the constraints of time lines provided to you. We expect you to always strive for excellence in the quality of your work. If assigned a project you must let your supervisor or the staff member who assigned the project to you know the status of the project before you leave for the day. Please do not pass the project on to another person without notifying a fulltime staff member and do not leave the project uncompleted. Remember, we are depending on you to finish your work!

The *Office Procedures Manual* will be available on-line as soon as it is updated. It will provide detailed instructions on completing and implementing tasks such as opening the office, handling telephone calls, retrieving phone messages, distributing classroom supplies, setting the postage meter, preparing mail for the courier and U.S. mail, issuing keys, accessing student files on CatsWeb, opening the computer lab, reporting maintenance emergencies, office and class procedures due to inclement weather or other emergencies, and opening and closing the office.

## IX. Time Keeping

Although your work hours during a work week may vary due to special events, you must work the hours assigned to you by your supervisor and/or the Director in order to insure coverage of all tasks throughout the work week. If you are ill and cannot make it to work or you are going to be late, you must notify your immediate supervisor immediately so arrangements can be made to cover your responsibilities.

You must track your work hours on the system in place for your organization. If you are consistently late or leave early, your supervisor will speak with you about it and this issue may be noted on your evaluation. **Habitual lateness, tardiness, or absences are ground for termination.**

If you work 4 or more continuous hours, you are allowed to take a 30-minute lunch break. Check with your supervisor before going to lunch and remember to check back in with the supervisor when you resume your shift.

**Staff and student assistants are responsible for submitting time information by the specified deadlines.** Please check with your respective organization for more information. For Texas State University hourly and

student employees, if deadlines are missed, a pay check cannot be issued during that pay period. It will be included in the next pay period.

## **X. Leave and Overtime**

All fulltime and halftime regular classified (non-exempt) and unclassified (exempt) staff members are eligible for sick leave and vacation. Half time employees do not accrue comp time. Please check with the appropriate organization for additional information. Texas State University employees can access leave information at <http://www.humanresources.txstate.edu/benefits.htm>. Austin Community College employees may access leave information at <http://www.austincc.edu/hr/handbook2/1c.php>.

Because we have a very lean staff, your attendance at work is vital to the smooth operation of the Center. Therefore, you are reminded when possible to schedule doctor's appointments at times when other workers are available to assume your duties.

Overtime must be pre-approved by your supervisor. You may not work extra hours without your supervisor's approval. Unclassified employees earn comp time at an hour for hour rate (Texas State University employees). Classified employees earned overtime at a rate of one and a half hours.

Vacation must be requested and approved by your supervisor in advance. While you may have earned comp time, you must get approval from your supervisor to use this comp time at a time and date that is convenient for the office schedule. Leave without pay requires an additional process and special paperwork and approval from Human Resources at the University.

## **XI. Mail Boxes, In-Boxes, and E-mail Messages**

Mail boxes, in-boxes, and University e-mail addresses are provided as a communication vehicle for all office staff. Please check your box and your e-mail each day when you arrive at work in order to get your work assignment for the day and to remain informed about any changes that have occurred or issues that may arise at work. Follow up on items left in your box and e-mail. If you have any questions about information, please check with your supervisor. **Check with the office supervisor at the beginning of your shift for priority jobs since tasks may have been re-prioritized since you were last in the office.**

## **XII. Use of Phones, Computers, E-mail, Copiers, and Printers**

- A. Phones:** Office phones are for business calls. Personal calls during work hours should be kept to a minimum. It is against the law to use State phones to place personal long distance calls. **Any personal long distance calls during the work day must be made on your personal cell phone or with a**

### **personal calling card.**

You will be issued a long distance code that will be your responsibility to safeguard. You will be required to log every long distance call made using your specific code. Every month, you will be required to sign the bill attesting that the calls made were business related.

- B. Computers & E-mail:** Computers are for office-related purposes. Do not store or save any personal files on the computer. Reading, checking, and sending personal e-mail should be done during breaks or lunch hours and must be kept to a minimum during the work day.
- C. Copiers & Printers:** Copiers and printers are for office-related purposes and **should not** be used to duplicate or print personal documents.

### **XIII. Office Dress Code**

Comfortable clothing appropriate for an office environment is required.

**Staff Dress Code:** All staff is expected to dress in a neat and professional manner. This consists of:

- Dresses, skirts, suits, or slacks for women
- Collared shirt (polo or button-up) and slacks for men
- Custodians & maintenance workers will wear a uniform and will have a badge identifying who they are
- Staff may wear jeans or walking shorts **ONLY** on days when extensive physical labor or unusual work conditions/circumstances are anticipated

The following are **NOT** appropriate for work:

- **NO** sheer or see-through blouses or dresses
- **NO** midriffs, tank tops or undershirts
- **NO** torn or dirty clothing
- **NO** shorts, blue jeans, or sweat pants
- **NO** extremely short skirts or dresses

**Student Assistant Dress Code:** Student assistants are expected to dress comfortably and neatly. All of the guidelines above apply to student assistants as well, with the following exceptions. Students **ARE** allowed to wear:

- Neat and non-offensive t-shirts
- Neat blue jeans

### **XIV. No Smoking**

The RRHEC follows the smoking policies established by Texas State University-San Marcos and the State of Texas. There is no smoking allowed in any building, lounge, or classroom. There is **NO SMOKING** on the entire premises, including the parking lots and sidewalks.

## **XV. Professional Development & Training Sessions**

**Student assistants** will be informed when they are required to attend specific training with their supervisors. Student assistants are paid for the hours spent in training.

**Staff:** Prior approval from your supervisor is required before you sign up for any Professional Development classes or outside training sessions.

## **XVI. Performance Reviews**

Please refer to your institutions' performance review policies and procedures. For Texas State University employees information on performance reviews may be found at <http://www.txstate.edu/effective/upps/upps-04-04-20.html>. ACC employees may obtain performance review information at <http://www.austincc.edu/board/policies/F7.htm>.

## **XVII. Professionalism**

It is extremely important that we maintain a professional manner at all times. The RRHEC is highly visible in the Round Rock community and among Texas State stakeholders. It is, therefore, extremely important to be aware of the image we project. Please be aware of the things that you are saying and doing and their appropriateness to the continuing excellence and professional atmosphere of the Center. Your attitude and performance are key to the success of the entire RRHEC.

## **XVIII. References**

**\*(1)** Taken from PROFESSIONAL PRESENCE, By Susan Bixler, Perigee Publications, Pages 40, 190, 108, 191-194.

**\*(2)** "Customers Count!" Seminar conducted by Morris Ellington of the South Texas Group Recruiting & Training Department – Enterprise Rent-A-Car Company of Texas."

\*Thanks to Texas State-San Marcos Career Services for their input and help by letting us use and adopt portions of their Office Policies and Procedures for Career Associates.

\* Thanks to Dr. Debbie McAllister, Chair Department of Marketing, Texas State-San Marcos, for sharing and allowing the use of their Marketing Department's "Basic Office Policies, Procedures and Etiquette," dated November 2002.

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**XIX. ACKNOWLEDGEMENT OF RECEIPT**

This is to acknowledge that I have reviewed this document. My signature below indicates that I fully understand and agree to abide by the expectations and standards stated in this document and will adhere to all policies and procedures of the Round Rock Higher Education Center.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Hire Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Today's Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date

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## Abbreviated Policies & Procedures

### **Ordering Supplies and Purchasing Related Policies & Procedures:**

**Policy:** *Purchasing procedures will adhere to Texas State University policies and procedures. The Director has the ultimate approval authority and is responsible for the budget.*

#### **Procedures:**

- **Prior** approval from immediate supervisor required. You may do this via e-mail.
- CC Assistant Director ([mm73@txstate.edu](mailto:mm73@txstate.edu)) in your e-mail.
- Assistant Director will verify funds available and will purchase according to Texas State University purchasing policies and procedures
- Administrative Asst. II ([kb20@txstate.edu](mailto:kb20@txstate.edu)) in Director's suite will process orders for Staples (office supplies) and toner needs after Asst. Director has verified funds
- For technology related orders requested by Technology department please request approval from the Director **prior** to obtaining quotes. Process request for approval via an e-mail to the Assistant Director ([mm73@txstate.edu](mailto:mm73@txstate.edu)) who will forward request to Director
- Assistant Director will assist you in obtaining quotes, if necessary
- Director has the ultimate approval authority and is responsible for the budget

### **Receiving Policies & Procedures:**

**Policy:** *Receiving procedures will comply with Texas State University policies for items that require centralized receiving. Items directly received at the RRHEC will be handled according to the following procedures.*

#### **Procedures:**

- All office supplies and toner ordered from Staples and V-Quest respectively will be delivered to the Director's Suite. The Administrative Assistant II will verify the order and sign receipt form.
- Order will be delivered to appropriate department with a copy of receipt
- For orders processed by the University's Materials Management department, the courier will pick up the order and will submit documentation to the Adm. Assistant II located in the Director's Suite.
- The Adm. Assistant II will let the courier know what department the order is to be delivered.
- For all other orders (procedures pending)

### **Reporting Routine Building and Grounds Maintenance Issues:**

**Policy:** *Maintenance related issues will be handled by FAC Services Inc. and will comply with the contract approved by the Board of Regents. Services provided by*

*FAC Services, Inc. include the operation, maintenance monitoring and repair of all mechanical, electrical, janitorial, and grounds building systems.*

**Procedures:**

- For non-emergency maintenance issues, please call help desk at xxxx or log into <http://www.facservices.com/MaximoReports/login.asp>. Login information will be provided soon.
- For emergency maintenance needs please contact FAC Services Site Manager (J. R. Howard via e-mail ([jrhoward@facservices.com](mailto:jrhoward@facservices.com)), please cc: Asst. Director ([mm73@txstate.edu](mailto:mm73@txstate.edu)), or via phone at 512.848.0285.
- For non-routine needs, please forward request to Assistant Director ([mm73@txstate.edu](mailto:mm73@txstate.edu)) for further processing and clearance.

FAC Services personnel on staff at RRHEC:  
Site Manager – J. R. Howard  
Lead Mechanic –  
Mechanic Helper  
Day porter

### **MAIL PROCEDURES**

**Texas State University Campus mail** will be picked up and delivered on a daily basis. Monday through Thursday, the courier leaves the RRHEC at 1:30 p.m. to pick up mail in JCK 150, and returns around 4:00 p.m. On Friday, the courier leaves the RRHEC at 9:00 a.m. and returns around 11:30 a.m.

The mailroom clerk distributes mail to 4<sup>th</sup> floor mail boxes. “Hot,” items are placed in the mailbox but the address gets notified immediately or the mail gets delivered to that person or office. If the addressee cannot be reached, the Texas State Site Coordinator handles the situation.

**Austin Community College Campus mail** is picked up and delivered on a daily basis by an ACC courier. ACC mail receptacles are located in the mail room. All outgoing ACC US mail should be placed in the outgoing ACC campus mail receptacle. “Hot,” items are placed in the mailbox but the address gets notified immediately or the mail gets delivered to that person or office. If the addressee cannot be reached, the Texas State Site Coordinator handles the situation.

**US MAIL** is be picked up and delivered on a daily basis. Times are currently unknown. Texas State Outgoing must have a departmental budget account number written on the upper right hand corner of the envelope so postage can be charged. Outgoing US mail should be placed in the “TO BE METERED” receptacle in the mail room. The attendant will meter the mail and place it in the Outgoing mail. Incoming US mail is distributed to the appropriate mail boxes as soon as it is delivered.

**INTER-OFFICE MAIL** should be delivered to the mail room and placed in the Inter-Office Mail receptacle for the attendant to place in the appropriate mail box. For fliers or general information for everyone to receive, place a rubber band around the information, mark it "For All Faculty and Staff," place it in the Inter-Office Mail receptacle, and the attendant will place it in each person's mail box.

## RRHEC Key Control Policies

### Approving Issuance of Keys

- Only those persons authorized by the director's office in writing will be issued keys.
- A memorandum must be submitted to the Director's Office by the administrative head that has authority to approve issuance of a specific key. The memorandum will list the name and office of the employee who will receive the key. Upon the Director's approval, the request will be forwarded to the Police Department. Keys will be picked up at the Police Department where a receipt will be signed when the key is issued.

### Returning of Keys

- When a staff employee or faculty member terminates or transfers, he/she will need to turn in his/her keys to the Department Account Manager.
- The Department Account Manager will write a memorandum seeking approval to the Director's Office giving the name of the person terminating/transferring and the name of person hired.
- In the event no replacement is hired, the Department Account Manager will return the keys to the Police Department.

### Loss of Keys

- Departments whose employees lose a key (stolen keys are considered lost), are responsible for providing funding to re-key all doors or buildings affected by the loss, and replacing the keys of all current key holders.

### Duplicating of Keys

- Duplication of any university key, other than that done by the university locksmith, is strictly forbidden, and is punishable by (a) termination of employment for employees and/or (b) expulsion from school for students.

### Replacement of Bent or Broken Keys

- Bent or broken keys must be returned to police department before replacement will be issued.

### Obtaining Exterior Door Keys

- Building outside door keys will be issued only to those persons authorized by the director's office. Such issuance would be to the department head that is responsible for the use of the respective space and requires 24 hour access.

### Building Master Keys

- Building master keys will be issued only to those persons authorized by the director.

### Separately Keyed Offices

- Offices will only be keyed separately so that it cannot be opened with a building master or a grand master key by Director's approval.
- Keys for offices keyed separately that cannot be opened with a building master or a grand master key will only be issued by Director's Approval.
- A key to all doors keyed separately that cannot be opened with a building master or a grand master must be provided to the police department for emergency access purposes.

See Texas State University UPPS 08.02.01 for more information on Texas State University-San Marcos and RRHEC key control policies.

## **Parking Information**

### **General Information**

Every vehicle parked on the RRHEC Campus must display a valid Texas State or Austin Community College parking permit. Every student, faculty, or staff person must register their vehicle, properly display the permit anytime the vehicle is parked on campus, and become familiar with the Traffic and Parking Rules. Permits are required at all times and there are no after hour or weekend exceptions.

### **Parking Regulations**

All traffic and parking regulations of Texas State University- San Marcos are applicable to the RRHEC Campus. A full text of the regulations can be viewed on-line at [www.parking.txstate.edu](http://www.parking.txstate.edu).

### **Parking Areas**

- Lots 101 and 102 are reserved at all times for faculty and staff.
- Lots marked as Perimeter Parking may be used by students, faculty, and staff.
- Visitors and Disabled Persons parking are located in Lot 102. All visitors should obtain and display a Visitors Permit.

## **Contact Us**

The RRHEC Police and Parking Office is located in the Avery Building, room #250, and can be reached at 512-716-7911. The Texas State Parking Services Office can be reached at 512-245-2887. In the event of emergency, call 911 immediately.

## **CLASSROOM SCHEDULING**

CLASSROOM SCHEDULING is handled by the Texas State Site Coordinator. Deadlines for submitting the schedule of classes and the room assignments must be coordinated with the on-campus deadlines for both institutions to print their schedules of classes.

Texas State Schedule of Classes - On a semester-by-semester basis, First Call Classrooms will be assigned to Texas State departments based on the number of courses offered each semester. Either the department chair or the administrative assistant who composes the schedule of classes will be notified. Schedules are to be submitted to the Registrar's Office with a copy to the RRHEC Site Coordinator. Additional classes will be assigned to the remaining rooms.

ACC Schedule of Classes - ACC has three dedicated classrooms, a testing center and a learning center. ACC departments need to work with Dr. Luanne Preston and Dr. Donetta Goodall for scheduling purposes. They will forward the information to the Texas State Site Coordinator, who will attempt to schedule any additional ACC classes if rooms are available. The Site Coordinator will verify the final schedule with the ACC Site Coordinator.

CLASSROOM SCHEDULING CONFLICTS are handled by each institution's Site Coordinator. Classes cannot be moved without the final approval of the Texas State Site Coordinator. Both Site Coordinators are responsible for posting signs to notify students and instructors when a class has been moved to another room, if an instructor is running late, or if an instructor has canceled the class meeting. These signs can only be taped to the glass on the classroom door, or on the classroom door sign.

ITV SCHEDULING AND CONFLICTS are handled by the Texas State Site Coordinator. The Site Coordinator will review the ITV course offerings and resolve any scheduling conflicts through the department chairs. The Site Coordinator will submit the list of the ITV class schedule to the RRHEC Media Technician and to the Texas State Assistant Director for Class Technical Support in San Marcos. Class cancellations, test scheduling, and other information affecting the scheduling of the media technicians must be reported to the Texas State Site Coordinator.

## **EATING POLICIES: CLASSROOM & OFFICE**

CLASSROOM POLICIES to follow are:

- Food and drinks are NOT allowed in classrooms with carpet.
- Drinks in spill-proof containers may be taken into non-carpeted classrooms, computer labs and lounges. Food is discouraged.

- Before leaving the classroom, your beverage container must be taken with you or disposed of in the trash can located in the classroom.
- In case of an accident, please use one of the phones in the hallway to contact Maintenance for clean up. The number will be listed by the phone.
- Furniture cannot be moved unless you are in a classroom with trapezoid tables or tables with casters. Before moving the tables with casters, the casters MUST be unlocked to prevent damage to the casters and floor, and also to allow for easy movement of the tables. Furniture that is moved MUST be returned to the same configuration when the class has ended.
- Information on whiteboards must be erased before leaving the classroom. Do not use cleaners on the whiteboards. The custodial staff will make sure the whiteboards are cleaned thoroughly with specially approved cleaners.
- Posters, signs and class projects CANNOT be posted on the walls. They can be posted on the classroom tack boards ONLY. When your class is over, the information must be removed so that other professors can use that space.

OFFICE POLICIES to follow are:

- Drinks are allowed. Spill-proof containers are encouraged.
- Eating is allowed in break rooms, faculty lounge or student lounge.
- Live plants placed on furniture or on the floor must be placed in a protective container to prevent moisture or water spills from harming either surface.
- Before hanging items on the wall, please check with the Director for approval.

### **MISCELLANEOUS INFORMATION**

CLASSROOM TECH SUPPORT is always available. Use one of the phones in the hallway to call for assistance. The number is posted by the phone.

BREAK ROOMS will always be open for faculty and staff. Food and drinks are always allowed in this area. Spill-proof containers are recommended. Left over food and drinks must be disposed of before leaving this area.

CATERING KITCHEN is used for catered events only and will be locked when not in use. Catering Kitchen is booked with Events Coordinator in director's office.

CATERING SERVICE on-site is Chartwells. They will be providing the variety of food available in the Student Lounge. Please refer to the Auxiliary Services Website at [www.aux-srvcs.txstate.edu](http://www.aux-srvcs.txstate.edu) and click on catering for more information about Chartwells' menus and charges for catered events.