STUDENT EMPLOYEE HANDBOOK
2015-2016
Welcome to ISU Dining!

Student Employees,

On behalf of ISU Dining Services, it is with great pleasure that we welcome you to our award-winning team! We are pleased to have you join us in providing Iowa State University and the community with exceptional service. Whether this is your first job or future career training, it will be a culinary adventure!

Throughout your employment with ISU Dining, you will interact with a variety of customers including ISU students, faculty, staff and guests of the university. We rely on you to uphold Iowa State’s standards for community living, and treat everyone with respect, tolerance and compassion. Keep our mission and vision forefront in your mind as you make decisions representing ISU Dining with our customers. With your help, we can achieve our goal of enhancing the educational and cultural aspects of the Iowa State community through a variety of culinary experiences and exceptional service.

This handbook will give you more details about our mission, vision, and policies, and answer many questions you might have pertaining to the job.

We are certain you will find many benefits from your position with ISU Dining, not least of which are work experience, job references, and opportunities to make lifelong friends.

Once again, we are glad to have you on our team. Remember, our success comes from you!

Sincerely,

ISU Dining Senior Management Team
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MISSION STATEMENT

ISU Dining is dedicated to providing a variety of quality and sustainable culinary experiences which enhance the educational and cultural aspects of Iowa State University.

VISION

To provide meal plan flexibility to the campus community.

To develop and retain an innovative and diverse staff of highly competent, dependable and service-oriented professionals and to provide employment to Iowa State students in a manner that enhances and furthers their academic careers.

To provide those services which promote and enhance the University and assist in the fulfillment of its mission.

To develop, maintain and re-invest in modern, attractive and functional facilities that serve the evolving needs of the University community.

To earn satisfactory long-term profits so as to maintain the health of ISU Dining and assure the availability of the necessary capital for continuing growth.

“There is no achievement without goals.”
—Robert J. McKaine
ABOUT ISU DINING

ISU Dining is a department that touches all areas on campus. Many people are surprised by our complexity and size. Here are some brief descriptions of what we provide.

Catering
Catering provides high-class services in a variety of locations, both on and off the ISU campus. Due to the nature of catering, there are no set schedules for student employees, rather all scheduling is posted a week or two prior to the events.

Residential Dining Centers
Union Drive Marketplace, Seasons Marketplace, Conversations and Storms
ISU Dining operates these dining centers near residential halls and offers all-you-care-to-dine meals with a “to-go” option. Throughout the day you may find pizza from a stone oven, international cuisine, smoked meats, home cooked food, or a juicy burger and fries. Conversations even offers a barista bar and Union Drive Marketplace has a special diet kitchen—something to please every customer!

Restaurants
Clyde’s Sports Club, Hawthorn, and Memorial Union Food Court
Our on-campus restaurants are a great place to sit down and enjoy a meal or get one to go! Choose from a wide variety of menu items.

Cafés
At one of our many cafés you can find a variety of espresso and specialty coffee drinks, desserts, and much more. Each café has its own unique atmosphere and menu items include deli sandwiches, prepackaged salads, soups, and grilled favorites to make a delicious meal.

C-Stores
East Side Market, South Side Market, West Side Market
Open at convenient hours, customers can purchase prepackaged sandwiches and salads, snacks, beverages, and other necessity items.

Central Bakery
The Central Bakery hires students to assist in baking, packaging and arranging fresh baked goods for delivery all over campus. Bakery employees work late night and early morning shifts; the aroma is inviting and the baked goods are delicious! Learn skills for a lifetime here.
Food Stores
Food Stores orders, receives, and issues all of the food and supplies needed to keep ISU Dining operating. Employees pull grocery orders, rotate stock, and drive delivery trucks/forklifts (with proper licensure) for catered events or assist our drivers in delivering orders. A Supply Chain Management major’s dream job.

Knapp Storms Commissary
The KS Commissary prepares and packages soups, sandwiches, snacks, salads and fruit for many of the retail operations. Freshness, organization and sanitation are keys to the success of this busy facility! Do you love that Yogurt Parfait or the Buffalo Chicken Wrap? Work here and you will learn how to make them just like the pros!

Vending
ISU Dining operates over 100 vending machines throughout campus with products ranging from candy bars to sandwiches to breakfast items. A fresh snack is right around the corner! Student employees assist in keeping the vending machines stocked with fresh food and snacks.

Dining Student Staffing Office (DSSO)
The Dining Student Staffing Office assists with student employment applications, hiring, new employee orientations, and scheduling. This office currently hires and schedules for ISU Dining student workers employed in Residential Dining, Bakery and KS Commissary. The DSSO is located in Linden Hall, on the corner of Lincoln Way and Beach Avenue. Look for the sign on the southeast door. Feel free to contact them with any questions.

PROFESSIONAL DEVELOPMENT

Teamwork
We pride ourselves on our ability to function as a team. We recognize the role that effective teamwork plays in our ability to meet and exceed the expectations of our guests and the University community. Did you know that ISU Dining employs over 1,800 students? (continued on pg. 6)
Within each facility, student employees and the professional staff consistently work together to ensure that our points of service are well stocked with fresh product and that customers are served in a timely fashion. In addition, this team effort ensures that our facilities are clean and safe. We encourage you to get to know your fellow employees and to help each other out. The benefits of this ongoing collaboration consistently produce one of the top university dining programs in the country.

**Growth and Advancement**

We encourage each and every student team member to take advantage of the advancement opportunities in ISU Dining. Everyone starts as a Food Service Worker, and some choose to remain in this position. For those of you who wish to advance, opportunities to progress to a Student Lead, Student Supervisor or a Student Assistant Manager position are available.

Each year a number of students are employed as Student Leads, Student Supervisors or Student Assistant Managers. These positions will provide a chance to develop your supervisory skills and demonstrate your leadership abilities. When there is an opportunity for advancement, notices are posted within facilities; applications are accepted, interviews conducted and the selection is made. For specific information about these positions, please contact your facility manager.

*The pay for these advanced positions range from $8.90 to $15.30 per hour.*

**STUDENT POSITION DESCRIPTIONS**

**Qualifications for all positions are:**

- Must be an ISU Student, enrolled in at least 1 class
- Must be able to work hours required by your facilities
- Must be willing to work a minimum of 10 hours per week (some facilities)
- Must attend New Student Employee Orientation in first 30 days
- Must work entire semester, through the end of finals week
- Some positions require lifting up to 50 pounds

While the exact nature of the tasks an employee is expected to complete can differ from facility to facility, the following is an insight into the different types of student employees you might encounter on a typical day in any of our facilities.
Residential Dining Food Service Worker

The Residential Food Service Workers will provide excellent customer service to students, staff, faculty, and off-campus patrons. Duties include greeting customers, preparing, serving and storing food and beverages at various stations, cleaning, stocking, dishwashing and operating kitchen equipment. Students will also learn proper cutting, slicing, and chopping techniques when handling fresh fruit, vegetables and proteins.

Retail Food Service Worker

Retail Food Service Workers will provide excellent customer service to students, staff, faculty, and off-campus patrons. Duties include cashiering, preparing food and beverages at various work stations such as barista, made-to-order grill and deli, maintaining the retail sales floor by facing, stocking, taking inventory, sweeping, organizing the work areas, sanitation, cleaning, and maintaining logs.

Catering Service Food Service Worker

Catering employees will learn to provide formal banquet service to students, staff, faculty, and off-campus clients. Catering service responsibilities include gathering the appropriate materials before delivery, the delivery of food carts, vans, and full-sized box trucks, banquet set-up and cleanup, on-site inventory control, food preparation, serving, sanitation, and the cleaning/maintenance of all equipment and accessories.

Production Food Service Worker

Commissary and Bakery employees will learn how to prepare products for retail, residential, catering and vending. Duties include coordinating food service activity with staff members, preparing vegetables, breads and desserts, packaging product, making salads and sandwiches, operating the dish machine, sweeping, mopping, cleaning, and organizing the work areas.

Food Stores Service Worker

Food Stores employees will learn how to provide a full service food delivery program to dining facilities across campus. Duties include but are not limited to coordinating food service deliveries with staff members, filling grocery orders, putting away products, loading and unloading trucks, counting product/inventory control, accompanying drivers, sweeping, mopping, cleaning, and organizing the work areas.
Clerical Service Worker

Clerical employees will provide a full range of clerical services to the offices of ISU Dining. Duties include but are not limited to coordinating food service information with staff members, filing, copying, counting money, sorting mail, and other routine office duties. Included in those duties are disposing of trash, organizing supplies, sweeping, vacuuming, mopping, cleaning, and organizing the work areas.

Student Supervisor or Lead

Student Supervisor or Lead employees coordinate food service activities by assuring proper policies and procedures for their facilities are being followed; train new and returning student employees, ensure safety, sanitation, and service policies are being met, direct the activities of other student employees, practice excellent communication and customer service skills, and assist with office duties. Student Supervisors are required to follow verbal and written instructions and have previous experience as an ISU Dining student employee or equivalent experience. They must show a fundamental understanding of safety, sanitation, cleanliness and personal hygiene, and have reliable attendance.

Student Assistant Manager

Student Assistant Managers will ensure that all opening and closing procedures are followed properly, that service obligations are met, staffing is adequate, service areas are fresh, clean, prepared, and that operational goals of the facility are being met daily. In the absence of a facility manager, the Student Assistant Manager will assume responsibility for the facility as manager on duty. The Student Assistant Manager will provide a safe environment for customers and staff, and will follow all emergency procedures of the facility as necessary.

Student Assistant Managers assist in the supervision of production, service, ware washing, cash control, catering, housekeeping and facilities maintenance. They participate and assist in the management of student personnel activities, including hiring, scheduling and training. They must have demonstrated the ability to communicate effectively, lead peers, and work collaboratively with the full-time workforce. The qualified individual should possess a responsible and mature work ethic. (continued on pg. 9)
Student Assistant Managers are required to follow verbal and written instructions and have previous experience as an ISU Dining student employee or equivalent experience.

They must enjoy a high level of customer and employee contact, and have a friendly and helpful attitude.

**NEW STUDENT EMPLOYEE ORIENTATION & TRAINING**

All student employees begin their training with a departmental orientation where our mission, vision, goals, values, philosophy, and customer service expectations are highlighted. You will also receive training on safety and sanitation, policies and procedures during this time. This training will assist you in achieving high levels of competence in your job responsibilities, which is crucial to the success of ISU Dining. Due to the wide variety of jobs and the differences in each of our facilities, an “on-the-job” training process is used to teach specific job skills.

We also offer our employees other opportunities for communication and development:

- Be sure to read posted signage and emails
- Bulletin boards and suggestion boxes are located throughout various departments
- Cross training has helped build a more cohesive team, and gives employees an opportunity to walk in their co-worker’s shoes
- We encourage and value your input and suggestions

**Facility-Specific Policies and Procedures**

Even though we are all a part of ISU Dining Services and work together as a team to uphold our Mission Statement, every facility functions independently of one another. In line with excellent service, ISU Dining offers a wide variety of services and products to the entire community. While this handbook serves as a general guideline of the student program, there will be times where the policies and procedures differ from one facility to another. The management team in your facility will go over duties, policies, and procedures specific to your facility.
“A most important key to successful leadership is your ability to direct and challenge the very best that is in those whom you lead.” —Anonymous

IOWA STATE UNIVERSITY
POLICIES AND PROCEDURES

Discrimination and Harassment

It is the university’s goal to prevent the occurrence of discriminatory and harassing activity and to promptly stop such conduct. While grounded in state and federal non-discrimination laws, this policy may cover those activities which, although not severe, persistent, or pervasive enough to meet the legal definition of harassment, are unacceptable and not tolerated in an educational or work environment. Feel free to contact specific ISU offices with any issues or concerns. Resources are listed in the back of this handbook. The full ISU policy is available at http://policy.iastate.edu/policy/discrimination#Defined.

Discrimination Defined

Iowa State University prohibits discrimination, which can include disparate treatment directed toward an individual or group of individuals based on race, ethnicity, sex, pregnancy, color, religion, national origin, physical or mental disability, age (40 and over), marital status, sexual orientation, gender identity, genetic information, status as a U.S Veteran (disabled, Vietnam, or other), or other protected class, that adversely affects their employment or education. For religion or disability, the law allows employees and students to request reasonable accommodations to continue their work or studies.
Harassment Defined

Iowa State University also prohibits harassment, which can be a form of discrimination if it is unwelcome and is sufficiently severe or pervasive and objectively offensive so as to substantially interfere with a person’s work or education. Harassment may include, but is not limited to, threats, physical contact or violence, pranks, jokes, bullying, epithets, derogatory comments, vandalism, or verbal, graphic, or written conduct directed at an individual or individuals because of their race, ethnicity, sex, pregnancy, color, religion, national origin, physical or mental disability, age, marital status, sexual orientation, gender identity, genetic information, or U.S. veteran status. Even if actions are not directed at specific persons, a hostile environment may be created when the conduct is sufficiently severe or pervasive and objectively offensive so as to substantially interfere with or limit the ability of an individual to work, study, or otherwise to participate in activities of the university.

Sexual Harassment or Sexual Misconduct

Sexual harassment in the workplace is both against the law and a violation of university policy. Sexual harassment is any unwanted verbal or physical sexual advance. Sexually explicit derogatory statements, or sexually discriminatory remarks made by someone in the workplace, which are offensive, which cause the recipient discomfort or humiliation, or which interfere with the recipient’s job performance, are all forms of sexual harassment. Sexual harassment may also include:

- Jokes, teasing, remarks, or pictures which are sexual or derogatory
- Leering, unnecessary touching, patting, cornering, standing too closely, or undue attention
- Expressions of sexual interest or inquiries about sexual values
- Verbal or physical conduct of a sexual nature that is intimidating, demeaning, hostile, or offensive
- Requests or demands for sexual encounters with or without threats
- Abuse of an authority relationship where the person subjected to harassment is vulnerable
- Treating people differently because of their gender

The primary goal of the university’s policy prohibiting sexual harassment is to prevent the behavior from occurring. Any individual who feels that he or she is being harassed should immediately bring the problem to the attention of their Manager or other appropriate university staff member. Sanctions and other corrective actions will be determined by nature and frequency of the incident(s). The full ISU policy can be found at http://policy.iastate.edu/policy/students/sexualmisconduct.
Bullying

Bullying occurs when you are personally confronted in an uncomfortable way and you fear the consequences if you don’t act as the bully wants. The threat can be expressed or implied, but in either case, you are being bullied if someone “gets in your face” in a personal, insulting, or intimidating manner. Key factors of bullying are repetition, escalating aggression, continual, power disparity and intended purpose. Bullying can come in all forms—name calling, unwelcome kidding, physical intimidation, threats, harassment, and any other type of abuse.

“Do right. Do your best. Treat others as you want to be treated.”
—Lou Holtz

Fair Treatment of Student Employees

It is a policy of ISU Dining that student employees be treated fairly and in a manner comparable to other university staff. Hiring practices are based upon your availability and qualifications to perform the work without regard to age, race, color, gender, religion, national origin, sexual orientation, physical, or mental handicap.

We have the right to establish the necessary and fair work rules included in this guide under the guidelines of the Fair Labor Standards Act and the University Office Procedures Guide. It is your duty to be familiar with these rules and abide by them. ISU Dining has the right to reprimand, with the option to terminate, any employee who violates the terms of assigned duties and responsibilities.

As a student employee you have the right to appeal any action that you feel is unfair. If at all possible, complaints and grievances should be resolved with the individual staff member involved. However, if you believe a member of our staff has been unfair or unprofessional, you may have your grievance reviewed through the procedures described under the Undergraduate Student-Employee Grievances located at http://policy.iastate.edu/ugempgrievances. We also encourage you to visit the Dining Student Staffing Office in Linden and speak with someone about your concerns. If you would like additional information or seek clarification of this procedure, please feel free to contact the ISU Dining Administrative Office in 1215 Friley Hall or the Dining Student Staffing Office or call 294-4864 for assistance.
Drug Free Workplace

The Federal Drug Free Workplace Act of 1988 states that all employees be aware of the illegal use of alcohol and drugs in the workplace. If an employee encounters a co-worker buying, selling, manufacturing or using illegal drugs or alcohol in the workplace, he/she is to report this information to his/her Manager. The full ISU policy is available at http://policy.iastate.edu/policy/drugfree.

Smoking

Smoking tobacco is not permitted on the ISU campus. Smoking tobacco should be conducted in specified areas off campus; ask your Manager for information. Remember that any smoking items should be disposed of appropriately. After smoking, you must wash your hands before returning to work. The full ISU policy is available at http://policy.iastate.edu/policy/smoking.

Goals & Expectations

At ISU Dining, we look forward to a mutually beneficial relationship with you. In this regard, we will:

- Provide each employee with training to perform your job duties
- Offer development and advancement opportunities
- Facilitate a structured work environment
- Create opportunities for meeting people and making friends
- Offer competitive wages
- Work in a cooperative manner with management, co-workers and customers

In return, we expect you to:

- Have an active interest in your job and in the success of ISU Dining
- Be pleasant, polite, neat, professional and courteous at all times
- Handle concerns about your work in a professional manner
- Actively participate in meetings, workshops and training programs
- Be dependable and have excellent attendance
- Have excellent attendance and work efficiently
- Work in a cooperative manner with management, co-workers and customers

When you wear your ISU Dining uniform on campus, your actions should reflect positively the expectations of ISU Dining.
I work for ISU Dining, because…
“...It works with my class schedule...and being able to work with friends is fun!”
—Brianna

ISU Dining Policies and Procedures

Parking

Parking spaces on campus are limited so we encourage you to walk, bike or ride CyRide. Should you need a parking permit near your work facility, please contact your manager to assist you with this request. Check with your manager regarding locations where it is appropriate to park your car.

Employee Breaks & Meals

Employee Meals: If you work in an ISU Dining facility that produces food and work 3 consecutive hours or more you may be eligible to receive a free meal. The free meal must be consumed immediately before or directly following your assigned work shift, or during an official break. The meal benefit is for YOU and may not be given to another person. Some locations require the meal to be consumed within the facility and do not allow carry-outs. See the full free meal benefit policy for your work location. Abuse of your break time meal allowance could lead to termination.

Breaks/Meal Periods: Employees are eligible for one paid 15 minute break for every 4 consecutive hours of work. See your manager for a specific time to take your break which will be determined by the business of the day. Breaks are scheduled mid-shift whenever possible.

Employees who work 8½ consecutive hours are entitled to an unpaid 30 minute meal period as well as two 15 minute paid breaks. The time taken should be such as not to disrupt the normal operations or create a situation that might appear discourteous to members of the University community who might be waiting for service. See a manager to arrange the best time to take a break. Employees are not able to combine breaks and lunch periods. During paid breaks employees are not permitted to leave university grounds. During unpaid breaks employees are permitted to leave the job site but must notify a Manager. Employees have to clock out upon leaving and clock in upon returning.
Remember:
• Only take breaks in designated areas or an area away from food production.
• Meals earned may NOT be saved and consumed at a later date, time, or given to another person.
• Do not snack (eat and drink) or chew gum on the job.

ISU Policies Regarding Hours
Iowa State University requires that students do not work in excess of twenty hours per week at all University jobs combined, Sunday through Saturday, when classes are in session. Employees must notify ISU Dining of any other campus jobs immediately. Some facilities require a minimum of 10 hours of work per week. Some students are eligible to work until the end of the month in which they graduate. However, Immigration regulations allow international students to work only through the Friday of finals week for the semester in which they graduate.

Uniform
As a student employee, you represent ISU Dining. It is important that the impression given is one of cleanliness and professionalism. All student employees will be provided with a ISU Dining uniform shirt and a hat or other hair restraint. All student employees must wear long pants that cover the whole leg (no sweats or tights). For your safety, shoes must be sturdy, rubber soled, with an enclosed toe (never sandals). A clean hat, visor, or hairnet must be worn when working with or around food. No jewelry is allowed, finger tip to shoulder (a plain wedding band is excepted).

Depending on the nature of your particular position you may have other dress code requirements. These will be distributed during New Student Employee Orientation or described to you by your manager before you start work. A nametag, if provided, must be worn at all times on your uniform shirt, when on duty. Remember all customers are our guests—always wear a smile!

Please refer to the handout given at New Student Orientation or your facility Communication bulletin board for the full Uniform requirements for your work facility.

An employee may request an additional uniform shirt if needed after each full semester worked.

Electronic Devices
All personal electronic devices (including phones, iPods, tablets, computers, etc.) must be turned off and put away during working hours with the exception of student assistant managers (for business purposes only). You may provide the office telephone number to your family in the event of an emergency.
Communication

Excellent communication is the key to a successful career with ISU Dining. Many students excel and use our department as future references for employment after graduation. It is essential that you keep all lines of communication open with your manager and the Dining Student Staffing Office. The best way to do this is **read and respond to all emails/phone calls.** Current phone numbers and ISU email must be made available to the management staff and remain on your Schedule Source student portal. Cell phones need to have a voicemail box set up.

Scheduling Policies

ISU Dining is a flexible employer with a willingness and ability to accommodate the dynamic schedule of college students. ISU Dining generally tries to maintain a great deal of flexibility when scheduling student employees while also considering the needs of the business.

Most facilities have a schedule created that repeats each week, which makes it easier to plan your busy college life! Catering is the exception to the rule as their events change with each week and the volume of business varies. Summer employment also changes weekly with the number of conferences and visitors to the ISU Campus.

When planning for the next semester, you may have a schedule prepared for you OR as a returning student employee you may enjoy choosing shifts that accommodate your schedule and life-style (as long as you are an employee in good standing and follow the guidelines of the facility). Some facilities have different scheduling guidelines.

Schedule Changes - permanent

Should you find the need to make a change to your class schedule and it affects a work shift, please visit with the Dining Student Staffing Office or your manager immediately to request a schedule change. Class requests are always granted prior to personal requests. The DSSO staff are able to look up your classes to verify the times for you.

Schedule Changes - temporary

Should you find the need to take a day off, you are responsible to find a replacement for your work shift OR show up for work yourself. **Plan ahead** to cover your needs. Use the tools available to you for finding a replacement employee. If you are unable to find someone to work the shift and you have exhausted all attempts, contact your manager two (2) days prior to the event for assistance. In order for us to maintain our flexibility we ask that you consistently show up for the shifts for which you have committed, unless you have found a substitute from the Swap Board or Substitute Book/Board or made prior arrangements with your Facility Manager for a change. Failure to do so could result in disciplinary action and/or termination.
On Call Shifts
These shifts do not require you to report to your facility unless contacted by your manager. If assigned one of these shifts, you MUST be available to report to work, ready to work within 20 minutes of a manager’s call. On-call employees will receive a notification phone call before or within the first 30 minutes of the scheduled shift. You must be prepared to work the entire shift. Failure to attend your shift after being called will result in a pink slip. An employee will not get paid for these shifts unless they are called into work.

Missing Shifts
In the event that you are unable to work one of your shifts, we ask that you first seek a qualified replacement from a fellow student employee by using the Swap Board or Substitute book. Remember, just posting your shift to the Swap Board or filling out the Substitute book/form DOES NOT guarantee that you will get a replacement for that shift.

- It is always your responsibility to cover your own work shifts.
- **PLAN AHEAD FOR ANY TEMPORARY SHIFT CONFLICTS**
- If you are unable to find a replacement, you must work the shift.
- Actively look for someone to fill your shift (call a co-worker, ask around).
- If you do not attend, you will be subject to disciplinary action.
- When you have an exam or field trip, it is your responsibility to find a substitute. Check your syllabus as soon as possible.
- Continual use of substitutes is discouraged and will be addressed.
- Requests to report late for work or to leave early should not be made, except in extreme emergency.

We do realize that occasionally emergencies and sudden illnesses do occur. Under these extreme circumstances you should immediately, and with as much notice as possible, CALL your facility so that they can try to make the most appropriate arrangements for you. The telephone number for your facility is located at the end of this book.

Temporary Shift Substitutes and Swapping
Plan ahead by posting your shift on to the “Swap Board” or use a “Substitute Book.” Ask co-workers as you work with them. If your search has failed, see a manager at least 2 days ahead of the shift to discuss your exhausted search efforts, and follow up with the results of your continued search.

Swap Board and Substitute Books or Bulletin Boards
If you work for a facility that uses the Swap Board then you should log into Schedule Source and post your shift on the Swap Board as soon as possible. If your facility does not use Schedule Source, ask your manager about the appropriate substitute process, as each facility will have a designated area. If another employee agrees to work for you, please make sure they have signed up to work for you or you will remain responsible for the shift.
How to Log In to Schedule Source

Below is a guide to log in to Schedule Source if your location uses it. Go online to the Schedule Source link https://www.schedulesource.net/Enterprise/ (save this to your favorites or create a shortcut)

Click on EMPLOYEE (shown above with the arrow)
Then enter your personal information following the instructions below:
Code: Follow the Code Key below and enter it exactly as shown at the bottom of the page.
User: Is your personal Net ID (for example if your ISU email is brsmith@iastate.edu, then your net ID to enter would be brsmith)
Password: Your password is the same as what you created when you completed your employment application.

** IMPORTANT NOTICE**: More than 8 failed login attempts will lock up the system for EVERYONE in your IP address and cannot be unlocked without contacting the DSSO. So before you get to this point, reread these instructions. If you still have trouble contact DSSO at 515-294-4864 or at dssostaff@iastate.edu and they can reset your password.
Tardiness

It is expected that you make every reasonable attempt to be at work on time and to stay until the end of your work shift. If it is absolutely necessary that you must be late to work or be dismissed early—you must contact your Manager ahead of time and seek his/her approval. They will either approve this or ask you to find a replacement employee for your shift. If they ask you to find a replacement, the procedures under “Missing Shifts” applies. Communication is key!

Illness

If you are unable to work because of illness, CALL and TALK to your supervisor at least one hour prior to the shift start time (three hour notice for Catering). The telephone number of your facility is located at the end of this book. Notification of an illness must occur with a phone call to your work facility and must NOT be communicated via email or text message. If possible, please try to arrange for a substitute before calling. If your shift has been posted on the Swap Board or Substitute List, then your illness may be doubted (see pink and green slip section). Talk with your manager or supervisor if this is the case. If you become ill during work and must leave, notify the supervisor on duty before leaving.

Failure to notify your supervisor according to policy will result in an unexcused absence (pink slip). Excessive illness is a hardship on our business and can make it difficult to best serve our customer. Managers of each facility will handle excessive absenteeism on a case by case basis and may lead to termination. Stay in communication with your managers about any long term illnesses you may develop.

Employee Reporting Agreement

In accordance with Iowa Health Code, any employee (or family member) who becomes ill due to Norovirus, Salmonella Typhi, Shigella ssp., Enterohemorrhagic (EHEC) or Shigella toxin-producing Escherichia coli (STEC), or Hepatitis A Virus, immediately notify the person in charge so the appropriate steps may be taken to safeguard our customers and workers. Any onset symptom, while at work or outside of work, including the date of onset also must be reported. Symptoms include diarrhea, vomiting, jaundice, sore throat with fever or infected cuts or wounds.

Please refer to the 1-B form, the job application or the facility manager.

Unexcused Absences

Failure to report for work as scheduled is unfair to fellow employees and may impair the quality of product, service, and sanitation standards. All students who obtain an unexcused absence (see pink slip section) will carry the absences throughout the entire school year (fall through summer). Disciplinary action for failure to report to work or (cont.)
find a substitute may include termination of employment and/or denial of future employment. Please remember work schedules may be adjusted at any time due to business needs and/or manager requests, including possible reassignment of substitute or scheduled shifts.

**Work Agreement, Finals Week & Exams**

By accepting a position with ISU Dining, you have made a commitment to work the entire semester, beginning with orientation and ending on the last day of finals week. You are responsible for all of your scheduled work times. PLAN AHEAD to find a substitute! Last minute changes are highly discouraged! Finals week requires you work the same number of hours, even if they are at different times due to exams or study groups. If you have any other exam conflicts, please arrange for a substitute and talk to a manager immediately. Failure to follow this policy may result in termination, so please plan, plan, plan!

**Green Slips – Late to Work**

A green slip is given to document deviations from your work shift times without prior permission. These notices are issued when:
- Clocking in 5 to 30 minutes late
- Clocking in early without manager’s permission
- Accumulation of 3 green slips = 1 pink slip (see pink slip below)
- May be issued by Manager for other reasons

**Pink Slips - Attendance or Performance Issues**

A pink slip is given to document an incident that may include, but is not limited to: unexcused absences, excessive late arrival, early departure from your job, or failure to complete your work in a satisfactory manner. Pink slips are logged for future reference. It is best to remain in constant communication with your facility Managers to avoid a pink slip.

- Pink slips accumulate through fall, spring and summer semesters.
- Accumulation of 3 pink slips will lead to termination.
- For example 1 in fall + 1 in spring + 1 in summer would equal 3 pink slips/termination.

**Purple Slip**

A purple slip is to thank you, the employee, for going “above and beyond” our expectations. ISU Dining appreciates the dedication of its employees and wants to recognize those who go “the extra mile.”

**Pay Information**

ISU Dining’s pay scale is competitive with other Ames area part-time positions. All new student employees will receive their starting pay of $8.65 per hour on a twice per month pay date. Student employees (cont.)
will receive a pay step increase of $.25 per hour, after having worked two full semesters (must include finals week).

Please sign up for direct deposit and follow your paycheck deposits through AccessPlus. For your first week or two on the job, you may not see your direct deposit funds being posted to your account. Don’t worry, you are still getting paid for those weeks, but since your payroll takes time to process, you will see the deposit in the following pay period.

**Clock-In Procedures**

Your hours are recorded in the electronic payroll system, Tracy Timekeeping. You will use your ISUCard to clock in and out to record your hours. Some retail facilities use a phone-in system for clocking in and out from the specific facility. If you accidentally forget to clock in or out, notify your manager immediately. Failure to notify someone may result in payroll errors and delayed payments to you. The management team of each facility monitors these hours.

You are to clock in and out with your **own ISUCard**. Do not clock in until your scheduled shift begins and you are in uniform and ready to work. Employees are not to clock in early or leave without the permission of their Managers. Your time worked should match your work schedule. A Student Assistant Manager or management staff must approve variations in your work schedule in advance.

**Clocking in or out for other employees is absolutely unacceptable, and are grounds for disciplinary action or termination.**

When classes are in session, university policy states students cannot exceed 20 hours/week for on-campus employment (Sunday-Saturday). Between semesters, other official break periods (Thanksgiving/Spring Break) and during summer, student employees may work up to 40 hours/week (or 30 hours for international grad students). Please speak with your facility manager about working during periods when no classes are in session.

**When do I get paid?**

ISU Dining employees are continually paid 2 weeks behind; you will be working for a month before receiving your first paycheck. Paydays are scheduled on the 15th and the last day of the month. If this falls on a Saturday or Sunday, payday would be the prior Friday. **Hours worked, pay information, and direct deposit information can be viewed on AccessPlus. Example:** Hours worked from August 16-31 would be paid on September 15. Hours worked from September 1-15 would be paid on September 30.
Work Study

Students who file the FAFSA may be eligible for the work study program. If you are eligible for work study and did not indicate this on your application, please notify your manager or the DSSO. Students participating in this program will remain employed following the depletion of the work study funds. Questions regarding work study eligibility should be directed to the Student Financial Aid Office.

Re-Employment

A notice will be posted in your facility or emailed to you requesting your intent to continue employment for the next semester. Check with your manager or the Dining Student Staffing Office (DSSO) concerning the deadline, or any other questions you might have.

The highest priority for re-employment is given to returning student employees in good standing, provided that their class schedules and other commitments accommodate the needs of the facility. Employees who have been discharged or have unsatisfactorily completed previous work agreements in ISU Dining are not eligible for rehire.

Breaking Your Work Agreement

The term of employment is the full semester through finals week. If you must resign prior to the end of the semester, you must notify your manager or the DSSO at least 2 working weeks prior to your last day. This means you will work a two week notice (i.e., Thanksgiving/Spring Break weeks are not included in notification). Early termination of your work agreement may affect future employment with ISU Dining. Student employees must return their uniforms (including name badges) to the Dining Student Staff Office or dining facility in which they work. Failure to return your uniform will result in a $25 charge to the student’s U-bill.
Disciplinary Action or Termination of Employment

We hope your employment is an enjoyable learning experience; however, there are some circumstances that may result in termination of this work agreement. Please see below for some common causes of termination of employment:

1. Being inattentive or disrespectful to a customer’s needs or requests
2. Dishonesty, theft or misuse of time and/or time keeping system and policies, which includes unauthorized leaving of the premises while on duty
3. Use of a cell phone, headphones or electronic device while on duty
4. Excessive tardiness and absenteeism
5. Horseplay, fighting or obscene language
6. Theft of meal plan or any property from within the ISU Dining facility
7. Possession of or working under the influence of alcohol or drugs
8. Inability to follow all policies of Iowa State University and ISU Dining
9. Failure to work the first and last week of the semester as scheduled or required.
10. Failure or refusal to carry out instructions
11. Failure to attend all required training
12. Failure to follow appearance, hygiene, and uniform requirements

Disciplinary action is not limited to the list above and is handled on a case-by-case basis.

FOOD SAFETY AND SANITATION

Food Safety

Some key practices to ensuring our food is safe for consumption include:

- Practicing good personal hygiene
- Safely handling food from receiving to serving
- Preventing cross-contamination
- Controlling the time and temperature of food in the danger zone
- Cleaning and sanitizing work areas properly
Personal Hygiene

Hygiene and sanitation are highly important practices of the job: a safe food handler is critical to the prevention of food-borne illnesses.

Remember, we are handling food products that customers will be ingesting, and so we must follow proper procedures at each and every step throughout food receiving, preparation and service to ensure our customers have a positive, wholesome experience while dining with us. Follow these simple rules to prevent the spread of food borne illnesses.
1. Always wash your hands. You can never wash them too much.
2. Bathe daily.
3. Wear a clean uniform, free from dirt, stains and wrinkles.
4. Always restrain your hair properly with a visor, hat or hairnet (depending upon your facility). Hair that is shoulder length or longer must be restrained in addition to the hat or hairnet.
5. Notify your manager of any illnesses you might have.
6. Cover open cuts, sores, and lesions with proper bandaging and glove.
7. Always use gloves when directly touching food.
8. Do not eat, drink, chew gum, smoke, or chew tobacco unless you are on a break and in the designated area only.

Hand-Washing

Simple acts of natural behavior can contaminate food. Since proper hand washing is the number one combatant of food borne illness, you must wash your hands properly, after:
• Coughing or sneezing into your hands
• Touching any areas of your body (e.g., ears, mouth, nose, hair, or clothing).
• Contact with unclean equipment and work surfaces
• Smoking tobacco, eating or using the restroom
• Handling raw food—particularly meat and poultry
• Clearing and scraping dishes and utensils, and dishroom operations
• Any other condition where cross-contamination may occur

Hand-Washing Procedure

When washing your hands:
1. Wet your hands with HOT running water.
2. Apply approved soap.
3. Lather for at least 10-15 seconds.
4. Clean under fingernails and between fingers.
5. Rinse hands thoroughly under running water.
6. Dry your hands with a fresh, disposable paper towel.
Iowa Food Code requires that ready-to-eat food be prepared and served without bare hand contact. Wearing disposable sanitary gloves is one of several acceptable ways to comply with this law.

Using Gloves

While sound handwashing practices should always be the first line of defense in safe food handling, gloves can play an added role by providing a barrier between the food and the employees’ hands. Employees should always wash and dry their hands before putting on a new pair of gloves. Employees should also change to a fresh pair between possible instances of contamination. Treat gloves like a second skin. Remember, once you are wearing gloves, you must not touch your hair, face, clothing or other parts of the body, the floor, chemicals or any other surface that could transfer contaminants to the food.

Change Your Gloves When:

- Task changes occur or whenever an employee leaves a workstation
- Sneezing, coughing or touching one’s hair or face with a gloved hand all require handwashing and a new pair of gloves
- They become soiled, discolored, or torn
- At least every four hours during continual use
- After handling raw meat, fish, or poultry and before handling cooked or ready to eat food
- After touching anything that may have contaminated the surface of the glove itself. Example, if you make a sandwich wearing gloves, and then go wash a counter with soapy water, you should change your gloves before making any more sandwiches, as the gloves are now contaminated.

Storage of Food Items

- All items, whether stored in a warehouse, cooler or freezer, must be stored at least 6” off the floor and away from the walls.
- Do not store raw meats above cooked meats, on carts or cooler shelves.
- Items must be rotated. First received, first used (First In First Out method).
- Items should be well ventilated in coolers to enhance the cooling process.
Hazards to Food Safety

- **Chemical contaminants** might include usage of cleaning chemicals near a serving area or a chemical residue on equipment.
- **Physical contaminants** are any foreign objects introduced to food (hair, dirt).
- **Biological contaminants** would include bacteria & viruses.

  *Cross contamination is the transfer of fungus, bacteria, microorganisms and parasites from one food or surface to another.*

Temperature and Time

- Learn to use a food thermometer.
- Keep foods OUT of the temperature danger zone (41°F - 135°F). Hot food is served **HOT** (135°F or higher) and cold food is served **COLD** (41°F or lower).
- If the food is not the appropriate temperature, do something about it!
- Hot food that is left over and needs to be cooled should be 135°F - 70°F in 2 hours and from 70°F - 41°F in the following 4 hours. Larger or thicker items such as beef roast or a big pan of chili should be divided into smaller portions before trying to cool. Use an ice bath and stir often to complete the process.
- Cover, date, label and store all food in containers at proper temperatures.

**FAT, OIL & GREASE (FOG) PROGRAM**

The City of Ames has implemented a program to properly dispose of all fat, oil and grease. In order to comply with this program, employees must NOT dispose of foods containing fat/oil/grease down the garbage disposal. FOG is NEVER to be poured directly down the drain. FOG foods must be placed directly into the trash and liquids into the proper leak-proof containers. Any pots/pans or equipment used in production must have the grease wiped from the surface prior to washing. See your manager with questions.

**SAFETY & SANITATION**

Safety and sanitation is everyone’s responsibility. Always concentrate on the job that you are doing and by following a few simple procedures to help make our work environment safer for you, customers, and co-workers. If you notice any seemingly unsafe conditions, report them immediately to your manager.
Floors
- Wipe up spills immediately and pick up any objects lying on the floor.
- Use the Wet Floor Signs to warn customers and co-workers of wet floors.
- Never clean up broken glass with your bare hands. Use a broom and dust pan. Dispose of broken glass in the designated container for glass.

Chemicals
- You must be trained on proper use of chemicals prior to using them. Ask your manager any questions, or refer to the Safety Data Sheet (SDS), which provides detailed information of all facility chemicals.
- Make sure you know where the SDS is located in your dining facility.
- Be sure to follow the safety guidelines and use the proper protective equipment for the chemical you are working with. For your safety, wear gloves and eye protection, and exercise caution when working with chemicals, especially those which are caustic.
- All chemicals must have a manufacturer’s label on it. Make sure if you fill a spray bottle that the bottle is correctly labeled. All chemical containers must have the following information on it prior to using:
  1. Hazard Pictogram
  2. A signal word, such as DANGER
  3. Hazard and Precautionary Statement
  4. A Product Identifier and Supplier Identifier

Equipment
1. Do not operate any equipment without being trained, having all safety guards in place, and following proper operating instructions.
2. Disconnect or turn off all equipment before cleaning it.
3. Keep your fingers, hands, utensils and clothing away from moving parts.
4. Wait for machine moving parts to completely stop before removing products, cleaning or adjusting.
5. Always use the proper tools for each piece of equipment.
6. Immediately report to your manager any unsafe equipment, loose or cut cords, bad plugs, etc.
7. Our kitchens have inherent safety risks and are no place for “clowning around.”

Knives
1. Select the right knife for the job.
2. Store the knife appropriately and do not mix with other utensils.
3. Do not put knives into a sink full of water.
4. Use a cutting board at all times.
5. If a knife falls, do not attempt to catch it—let it fall! (cont.)
6. Carry the knife by the handle, with the sharp edge pointing down.
7. When drying a knife, keep the sharp edge away from you.
8. When slicing, slice away from your body, never with the knife slicing towards your hand. Do not touch the blade.
9. Do not use knives to open lids on cans or cardboard boxes.
10. Always use a sharp knife. They are safer because they cut easier and require less pressure.

**Sanitation Buckets**

All work areas need to have a sanitation bucket and wiping cloth. Sanitize your work area with this solution and keep your area clean. All surfaces must be sanitized at the end of your shift and before and after each task.

A sanitizing solution is used on tables throughout the meal period. The cloth needs to be dipped in the sanitizing solution for each table. If your facility uses soapy water for the tables, then you will finish with a sanitizing spray. See your management staff for the specific method used in your facility. Remember to never push food crumbs onto the floor—someone has to clean those up as well and it may be you!

**Production Areas**

Use caution when working with foods, water, or machines. Exercising good judgment and common sense can avoid many common accidents. Do not complete any tasks you feel are unsafe.

1. Keep tops of work tables free of clutter at all times.
2. Get help when moving heavy and/or hot containers.
3. Be sure the work area is clear before moving something hot.
4. Alert other staff when moving hot food and equipment from one work area to another.
5. Be careful when opening oven and steamer doors to prevent you or other staff members from getting burned.
6. To prevent burns, use dry potholders or gloves. When removing the lid on a steam kettle, stay back from escaping steam.
7. Avoid splattering grease onto flames. It can ignite quickly causing fire and burns.
8. Keep towels and aprons away from flames as they are a fire hazard.
9. Know the locations of fire extinguishers, fire pull stations and hood pull stations. Keep these areas accessible.
10. Make sure drawers and doors are closed. (cont.)
11. Use a scoop for ice (sugar, flour, etc.) and store scoop outside the bin.
12. Dispose of broken glass, sharps and can lids in the appropriate manner. Find the sharps container in your facility.
13. If you are required to lift a heavy object, lift with your legs, not with your back. If the object appears to be too heavy for you to handle, please team lift.

**Dishwashing, Dish handling, China & Silverware**

1. Follow all cleaning chemical instructions carefully, *never mix any two chemicals together.*
2. Always clean your work area with sanitizers to prevent the growth and spread of harmful bacteria.
3. When floor is wet, mop up the water and put up wet floor signs.
4. Keep work areas clear of excess carts and items on the floor.
5. If you suspect there is broken china or sharp knives in a sink full of water, drain the sink first and carefully remove the items.
6. Soak all silverware before sending it through the dish machine.
7. When scraping or loading dirty dishes, always wash your hands before handling clean dishes.
8. Drying and storage areas must be separate for all clean vs. dirty dishes.
9. When dish machine is running, never reach inside or open access panel doors. Turn equipment off first.
10. Silverware and utensils are washed twice and should be held by their handles after the second time washed.
11. Clean plates and dishes should be held by edges only. Never handle clean cups and glasses by the drinking rim.
12. Do not overload dishes, silverware, trays, etc. when loading the dish machine or they will not get clean.
13. Store dishes, pans, etc. upside down to keep them clean.

**If you are injured while on the job:**

1. Report immediately to your manager so they can determine the necessary action for your injury and to be sure your work area is sanitized if necessary.
2. All facilities are equipped with a first aid kit for minor injuries. Your manager will fill out a First Report of Injury.
3. If the injury warrants, your supervisor or manager will schedule an appointment at the Occupational Medicine McFarland Clinic, located at 1215 Duff Avenue, during regular business hours or at Mary Greely Medical Center’s Emergency Room after hours. All work-related injuries must be treated at these locations to be covered under ISU’s employee’s compensation insurance. Let the clinic know that you have a work injury.
4. Provide your manager with a patient status report after your clinic visit.
EMERGENCY PREPAREDNESS

Fire Alertness & Emergency Procedures

All employees should be aware of the locations for fire extinguishers and fire exits. If you are unsure of the procedures to follow in the event of a fire, please talk to your manager. The safety and protection of life are a priority in the event of a fire or emergency. When an alarm sounds, all employees and customers must exit the building to a designated outside area until an “all clear” is given.

Tornado Watches & Warnings

The National Weather Service issues a tornado watch when tornadoes are possible in the area. When a warning is issued, local authorities will sound alarms. For specific information on the shelter in your facility, please ask your manager.

Medical Emergencies

If you happen to observe a patron or co-worker who appears to be in need of medical assistance, ask them if you can help and then notify a manager right away. If the situation is an emergency, you should notify the Department of Public Safety by dialing 911.

Emergency Closing Procedures

Although it is infrequent, there may be instances when the University is closed or on limited services due to inclement weather. Although the University is closed, Dining Services is required to stay open and continue to feed the students, staff, and faculty who remain on campus. Often during these instances, several members of our staff are unable to report to work, as they live a good distance from campus. However, any students living on campus or within reasonable walking distance from campus are required to report to their assigned shift. In addition, students who are not scheduled for a shift should be prepared to help out if the manager contacts them.

CUSTOMER SERVICE

As an ISU Dining employee, you are a representative of ISU Dining and Iowa State University. It is important to remember that customers are buying not only our products but our service as well. Service should be offered in a friendly, helpful, and pleasant manner. Without our customers, we would not have a job!
Practice excellent customer service by:

1. Smiling and making eye contact with the customer you are serving. Let them know they are welcome and important.
2. Always being courteous and attentive to all customers.
3. Being friendly without excessively socializing with other employees and customers.
4. Consulting your manager if you are having difficulty with your job, another employee or a customer. Never argue with a customer!
5. We start with great products prepared by great cooks. You help us make sure we serve it that way.
6. Attitude and behavior—good and bad—are contagious. Perform your duties to the best of your ability. Project a positive outlook and image, even if you are not feeling happy. It’s often the case that simply acting positive will make you feel better. Let’s make a positive impact on everyone.
7. If you find yourself with a few minutes between tasks, contact a manager immediately to see where you might help out a co-worker. Ultimately, our customers see the positive in these team actions.

Part of customer service is solving customer complaints. Use the following simple steps to help you through uncomfortable situations:

1. Listen empathetically to the customer and indicate that you understand.
2. Ask for and write down the complete details of the complaint, including the customer’s name and phone number.
3. Ask the customer what they think is a reasonable solution.
4. Try to reach an agreement, and follow through with it!
5. Thank the customer for bringing the complaint to your attention.
6. Involve the managers as soon as possible.

Final Note

As questions and concerns arise, do not hesitate to ask your ISU Dining manager for assistance. Please remember that you are often the only link our customers have with us.

We thank you in advance for your support of ISU Dining and for all your efforts to help our customers have the best dining experience possible.
DIRECTORY
All numbers begin with (515) area code.

<table>
<thead>
<tr>
<th>ABE’s Harvest Café</th>
<th>294-3850</th>
<th>Gentle Doctor Café</th>
<th>294-9247</th>
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<tr>
<td>Administrative Offices</td>
<td>294-3856</td>
<td>Global Café</td>
<td>294-2222</td>
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<td>Bookends Café</td>
<td>294-1383</td>
<td>Hawthorn</td>
<td>294-2962</td>
</tr>
<tr>
<td>Business Café</td>
<td>294-9081</td>
<td>Hub Grill &amp; Café</td>
<td>294-3529</td>
</tr>
<tr>
<td>Caribou Coffee</td>
<td>294-3529</td>
<td>ISU Catering</td>
<td>294-3258</td>
</tr>
<tr>
<td>Central Bakery</td>
<td>294-3248</td>
<td>Memorial Union Food Court</td>
<td>294-9441</td>
</tr>
<tr>
<td>Clyde’s Sports Club</td>
<td>294-8248</td>
<td>MU Market &amp; Café</td>
<td>294-9441</td>
</tr>
<tr>
<td>Commissary Kitchen</td>
<td>294-9855</td>
<td>Scheman Catering &amp; Kitchen</td>
<td>294-5032</td>
</tr>
<tr>
<td>Conversations Dining</td>
<td>294-4290</td>
<td>Seasons Marketplace</td>
<td>294-2380</td>
</tr>
<tr>
<td>Courtyard Café</td>
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<td>South Side Market</td>
<td>294-8330</td>
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<td>Froots</td>
<td>294-5788</td>
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ISU Discrimination and/or Harassment Contacts
Iowa State University does not discriminate on the basis of race, color, age, ethnicity, religion, national origin, pregnancy, sexual orientation, gender identity, genetic information, sex, marital status, disability, or status as a U.S. veteran. Inquiries regarding non-discrimination policies may be directed to Robinette Kelley, Director, Office of Equal Opportunity, Title IX/ADA Coordinator, and Affirmative Action Officer, 3350 Beardshear Hall, Ames, Iowa 50011, Tel. 515-294-7612, email eooffice@iastate.edu

Offices that you may contact for assistance include:

Office of Equal Opportunity       294-7612
Dean of Students Office           294-1020
Department of Public Safety       294-4428
Women’s Center                     294-4154
Student Counseling Service        294-5056