Congratulations on your position with the Department of Fine and Performing Arts!

The Department of Fine and Performing Arts (DFPA) is comprised of four distinct areas of study; Dance, Music, Theatre, and Visual Art. Approximately 80 full and part-time faculty members, actively involved in creative work, performance, and independent scholarship, teach and train over 400 students, majors, and minors in the department.

Our students are challenged to critically engage with different aesthetic experiences, to develop and improve communication skills, and to relate the artistic experience to other fields. Our undergraduate programs prepare students for graduate work and employment in many professions. The academic programs of the DFPA are complemented throughout the year by over 100 public presentations, performances, and exhibitions.

The Department of Fine and Performing Arts employs between eighty to one hundred student workers every semester to assist with various operational needs across the department, including front of house Box Office operations, administrative work in the main office, assisting in the Costume Shop, running the Events Crew at music concerts, manning the Mundelein Center Information Desk, among other areas.

This handbook has been assembled for all DFPA student workers. Please review and familiarize with these policies; this information is a necessary part of your success. Please field any questions to your direct supervisor, the Office Assistant, or the Managing Director.
On November 1, 1929 - only three days after the stock market crash - the official ground breaking ceremony for Mundelein College was held.

The Mundelein Center for the Fine and Performing Arts currently has 57 classrooms on the Lake Shore campus - the most of any current academic building.

The building was designed by Nairne Fisher, who was only 28 when he began work on the project. This was his first major commission, and he never graduated from college.
Contact Dr. Gabel regarding:
Main Office staff
DFPA academics
Scholarship information
Issues relating to CAS or the university in general

Contact April for:
Production program and staff
Resource allocation, including space, facilities, and scheduling
Coordination with outside vendors and university partners
Marketing and communications
Financial inquiries, including ProCard management

Contact Jeff regarding:
Concert operations
DFPA space maintenance
Mundelein Auditorium
Music operations

Contact Jennie regarding:
Box Office and Front of House staff.
All Box Office/FOH/patron related correspondence
Mundelein Information Desk
Program compilation and coordination.
Contact the José regarding:
Student Communications: website content, social media, DFPA Program Sakai sites
Student Worker information including: Kronos issues, missed timecards, direct deposit changes.

Contact Patricia regarding:
Faculty concerns
Course scheduling/Academic
Main Office Related Issues
Swipe Card Access Issues

Email Box | Administrator | Use/Function
--- | --- | ---
ArtSupport@luc.edu | Kevin McGroarty | Print Center operations, design & print projects
mundinfodesk@luc.edu | Jennifer Martin | Instrument & locker rentals, box office
DFPAoperations@luc.edu | Jeff Hart | Correspondence with security and other on-campus departments
boxoffice@luc.edu | Jennifer Martin | Box Office/FOH/patron-related correspondence
DFPAmc@luc.edu | April Browning | Correspondence with marketing/PR contacts
DFPAPrograms@luc.edu | Jennifer Martin | Program compilation and coordination
DFPAREserve@luc.edu | Jeff Hart | Used with 25Live DFPA login

General inquiries can be directed to dfpa@luc.edu
Contact Sandra regarding:
Dance academics
Dance placement for incoming students
Dance major auditions
Dance scholarships

Contact Anthony for:
Music academics
Music major auditions
Music scholarships

Contact Dr. Lococo regarding:
Theatre academics
Theatre Library
Theatre scholarships and auditions

General inquiries can be directed to dfpa@luc.edu
Federal Work Study (FWS) is an optional component of a financial aid award given to students, on an annual basis, per completion of the FAFSA, earned through part-time employment on-campus or in the Community-Based Federal Work Study Program.

It is designed to provide temporary part-time employment for students. The federal government pays a portion of the student's wages and the University funds the remainder. Eligibility for Federal Work-Study is determined by the Office of Student Financial Assistance.

Because this is a form of financial aid, students must complete the Free Application for Federal Student Aid (FAFSA) before eligibility can be determined. The FAFSA is available online at: http://www.fafsa.ed.gov/.

For more information, please see: http://www.luc.edu/experiential/federal.shtml
SECTION ONE

POLICIES

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A. Fulfill the responsibilities of the job as defined in work instructions given by the supervisor.

B. Carry out reasonable requests and instructions of the supervisor.

C. Observe all posted health, safety, fire prevention, and security rules.

D. Immediately report injuries or accidents.

E. Maintain professional conduct by treating every person with respect and courtesy. Refrain from using profane and abusive language, loud and disruptive behavior, and any action which may demean any individual.

F. Be at work, ready to do your job, at the scheduled time. Absence for personal business is allowed only by prior arrangement. Chronic absenteeism or tardiness may result in termination.

G. Immediately report all absences to the supervisor.

H. Carry Loyola identification with you and be prepared to display it when required.

**CUSTOMER SERVICE**

When working for the DFPA we have very clear expectations for internal customer service. We should be treating all our fellow team members in the DFPA (and members of other LUC departments) with courtesy and respect. Be intentional about greeting team members. We should be treating our internal team members as we treat our clients and guests.
UNIVERSITY POLICIES

RULES OF CONDUCT

In an effort to provide a pleasant and equitable working environment for all employees, Loyola maintains rules for productive work and on the job behavior. The examples listed in this book do not replace sound judgment, professional courtesy, or common sense behavior. The following actions are clearly serious and any one of which may result in immediate termination from the job.

A. Possess, use, copy, or read university records without authorization or divulge confidential information concerning any employee, or student or confidential situations.
B. Falsify employment applications, forms, time cards, or other university records.
C. Remove or intentionally damage or misuse another person's or University records.
D. Commit or threaten to commit personal injury.
E. Insolence or insubordination directed at a supervisor.
F. Possess dangerous or deadly weapons or explosives on university grounds.
G. Possess or use intoxicants, narcotics, cannabis, or controlled substances during employment or on University grounds, on an unlawful or unauthorized basis.
H. Violate university policy and procedures on racial or sexual Harassment.
I. Sleep on duty.
J. Smoke in unauthorized or hazardous areas.
K. Intentionally damage, waste, or misuse university equipment or supplies.
L. Interfere with the performance of another employee.
M. Violate the university's solicitation policy.
N. Violate established departmental and university policies
O. Create, on any campus, a serious threat to the safety and health of employees, students, or visitors.
P. Commit fraud or bribery or be convicted of a felony.
Q. Excessive absence or tardiness.
DRESS CODE

The university expects employees to be well-groomed and dressed in a manner appropriate for their work. In general, an employee’s appearance, grooming, and dress should be suitable for the work they are doing. Appropriate clothing speaks the message of competent professionalism to the public and the university community. Everyone is expected to be in proper uniform attire while on duty at events or other special occasions as designated by your manager. Remember that what you look like is a representation of Loyola University Chicago.

In general, student workers employed in shop or studio space should dress for safety. This typically means closed-toed shoes, and pants. Workers should also avoid dangly jewelry and tie back long hair. Please see your supervisor for more details.

Students employed in office settings are expected to dress neat and orderly. While our general dress code is casual, please refrain from wearing torn, dirty, or frayed clothing. Clothing that reveals excessive cleavage, back, chest, feet, stomach, or undergarments is not appropriate for a business setting. Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. This includes images that are political or religious in nature, are provocative, use profanity or are insulting of other employees. Clothing that has Loyola University Chicago’s logo is encouraged.

Students working events, staffing the Ralph Arnold Gallery, or working at the Mundelein Information Desk are expected to wear DFPA polos to distinguish themselves from the public. Please see your supervisor if you need a polo, or if you have additional questions.

OFFICE SUPPLIES

The Office Assistant manages all office supplies found in the Mundelein Suite 1200 breakroom. Please see the staff in Suite 1200 with any questions about inventory location or additional ordering that needs to be placed.
UNIVERSITY POLICIES

EMAIL USAGE

All DFPA student employees will be expected to use their LUC email for all official work communication and correspondence.

Your supervisor will direct you on area-specific email policies (i.e. copying a shared box when corresponding to public programming patrons). Access to shared email boxes will be coordinated by your manager.

Remember that you will be representing the department when conversing through email. Proper grammar and spelling should always be used and slang or overly casual diction (i.e. “Hey,” “What’s up?”) should be avoided. You are expected to proofread all emails you send on behalf of the department and maintain a professional tone.

CONFIDENTIALITY

There are times when you may be exposed to confidential information. As a member of the DFPA, you are expected to keep this confidential information to yourself and not share it with anyone else. The DFPA expects student workers to be proactive in sharing concerns about their work, position, and other matters pertaining to their job with their manager.

APPROPRIATE USE OF WORK HOURS

Due to the nature of your job description, your workload will shift from extremely busy times to somewhat slower times. Student workers will be given specific assignments and projects that can be worked on during slow periods. If all assignments are completed, the staff should communicate with their manager. There is ALWAYS more work to be done; your help is needed and vital to our organization. You are to remain in constant communication with your manager, asking about other tasks that need to be completed.

Personal phone calls, text messages, etc. during work time, whether made or received, are not allowed. Arrangements for calls should be made on your personal time; breaks are a great time for this.
UNIVERSITY POLICIES

BUILDING ACCESS

As a DFPA employee, you will have access to restricted areas, buildings, and rooms. You are not to misuse this privilege in any way. You are not permitted to gain access to a building, room, or restricted area for personal use, at any time. If you are entering a university building when you are not scheduled to work and/or authorized, your manager will pursue disciplinary sanctions. Just one abuse can ruin it for all; please use common sense. Campus Safety can also track who enters Loyola buildings.

ATTITUDE & CONDUCT

Employees are expected to do their work efficiently, to fully exercise the skills necessary for their jobs, to exhibit attitudes consistent with the philosophy, goals, and objectives of the university and to exemplify good stewardship, and excellence in performance which inspires confidence. These characteristics promote the desired working climate at Loyola University Chicago.

FAILURE TO ABIDE BY RULES AND REGULATIONS

Staff members are expected to follow all of the policies and procedures outlined in this guide. Violation of any of the policies or procedures is grounds for disciplinary action and/or termination.
WORK RELATED PROBLEMS

Problems occurring in the work place make the work experience uncomfortable for everyone. Finding resolution for difficulties is important.

If work related problems occur, a Student Worker should consult his/her supervisor to seek solutions. Student Workers are also encouraged to reach out to the Office Assistant or April Browning in the DFPA Main Office.

Another source of help is Advisement Center in the Financial Aid Office (lufinaid@luc.edu or 773-508-7704).

To seek assistance with interpersonal problems Student Workers may also contact the Wellness Center at: 773-508-2530.

ALCOHOL, TOBACCO, & DRUG POLICY

All student workers of the Department of Fine and Performing Arts are expected to adhere to University policies regarding alcohol, tobacco, and drugs.

https://www.luc.edu/media/lucedu/policy/pdf/alcoholandotherdrugspolicy.pdf

HARASSMENT & DISCRIMINATION

The most up-to-date policy, including resources on reporting, can be found at: https://www.luc.edu/hr/policies/policy_equalopp.shtml

Information on EthicsLine - an anonymous ways to report activities that may involve misconduct - is also available at the link above or you may call 855-603-6988.
A student worker may be terminated for poor performance, gross misconduct, lack of available work, or lack of appropriate work schedule.

Poor performance includes issues such as poor attendance or lack of skills. In most cases, supervisors will discuss the performance issues with the student and allow a reasonable time frame for improvement before deciding to terminate. The DFPA recommends first discussing the problem verbally, and if poor performance persists, then issuing the student a written notification that reviews the specific problem areas. If the student has been informed of a supervisor’s concerns and subsequently fails to improve, the department may proceed with termination.

Immediate termination of a student employee is expected for any gross misconduct, including (but not limited to) timesheet fraud, violation of the university’s confidentiality or information technology policies, theft, or harassment. Please contact the Managing Director and the Office Assistant immediately if any gross misconduct is suspected. Gross misconduct may also result in referral to the Dean, loss of financial assistance and/or expulsion from the university.

Termination may also occur if there is a lack of work, or if student availability no longer matches the job requirements. In these cases, students should understand that their termination is not a reflection of work performance.

When a student leaves a job voluntarily, for example to take another position or study abroad, the termination process must also be followed. Eligibility for rehire in these cases is between the supervisor and the student worker.