PERFORMANCE PHILOSOPHY

We believe that the Bone Student Center (BSC) has a responsibility to act as a training ground for acquiring leadership, time-management, supervisory, and other necessary life skills. You are expected to maintain a high degree of professionalism and pride that only comes with the satisfaction that you are putting forth your best effort possible. In the eyes of our guests you are Illinois State University. The success of our operation depends entirely upon your performance.

APPEARANCE & DRESS

The focus of our guests should be on their own experience, and not on the appearance of our staff. We want to be known for our excellent service and programs. We want our guests to be focused on enjoying their own activities, and not being distracted by our staff.

Before deciding to apply for a position in the BSC/BA/BBC, you need to know that tattoos and body/facial piercings should not be visible while on duty. Similarly, unkempt facial hair and excessive makeup are not allowed either. If you feel that individual expression is more important than maintaining the professional image of the department which you would represent, this may not be the right opportunity for you.

Appearance

*The Smile*

A smile is an essential part of the BSC/BA/BBC image. Your uniform is not complete without one.

*Professional Attire*

Without exception, BSC/BA/BBC team members should be neat and clean at all times. If your uniform becomes soiled or wrinkled during your shift and a change is necessary, you should report immediately to the appropriate area to remedy the problem. All changes must be consistent with the BSC/BA/BBC image.

*Hair*

A neat, natural haircut is essential. Hair should be neatly cut, well groomed, and clean so that it does not distract from a professional look. Hair longer than shoulder-length should be combed away from the face so that it will neither fall over the face, nor cover the employee name tag in the normal discharge of duties. Hair that is colored should be natural in appearance and well maintained.

*Facial Hair*

A neatly shaven face is essential. The “stubble-look” is not the BSC/BA/BBC image. Facial hair such as mustaches, beards, and sideburns must be attractively maintained and trimmed for a neat appearance. New facial hair is best developed during university breaks and vacations. If you report to work without properly shaving, you may be asked to shave before starting work.

*Cosmetics*

Natural, lightly applied makeup that complements a natural appearance is permitted. False eyelashes and other extremes, however, are not considered part of the BSC/BA/BBC image.
Fragrances

Wearing a light fragrance is acceptable, as long as it is applied in moderation. Your scent should not distract other team members from work or guests from their leisure experience.

Jewelry

Excessive use of jewelry is not part of the BSC/BA/BBC image. Remember that our goal is to avoid anything that would distract our guests. If team member’s jewelry is considered distracting, he/she will be asked to remove it. Additionally, many student employees are involved with moving or setting up equipment. Excessive jewelry could pose a dangerous safety hazard.

Gum

Both student and full-time employees are prohibited from chewing gum while on duty. Gum can be a barrier to good communication, and therefore is not permitted. This ensures the professional appearance and integrity we strive to maintain.

Dress

Student Employees are responsible for the appearance of their uniforms. Remember that your uniform must always be neat, clean, pressed, and fresh. Stained, soiled, faded, and/or worn clothing must be replaced. There is no excuse for being out of uniform or without a nametag. Lost items must be reported immediately to your supervisor for replacement.

Assignment Dress Codes

Each work assignment has a specific dress code that must be followed without exception. A dress code is important because our guests rely on consistent staff identification. As a unit, BSC/BA/BBC maintains integrity through the consistency of its image. Consult your supervisor for your specific assignment’s dress code. It is your responsibility to know the designated shirt and dress code for each specific assignment. Uniforms are to be worn while on assignment and at special BSC/BA/BBC events only.

Garments must be of the appropriate size, meaning short or tight fitting clothes are unacceptable. For cool weather, BSC/BA/BBC jackets are provided and should be left in the areas to be shared. Shoes and socks must also be worn at all times and open-toed shoes are not allowed in most areas. Your supervisor will have additional information on the appropriate attire for your area. ALL shirts must be tucked in while on assignment, the only exception to this is days that the Bird Shirt is permitted (which are on most Fridays). If student employees are required to “dress-up” beyond their traditional uniform for school purposes (such as class presentations), this will be permitted as long as proper notification is given to their supervisor.

High Profile/“Dress-Up” Day Attire

The attire for High Profile/Dress-Up days will be the provided uniform polo (tucked in), nametag, and Khaki/Docker style pants or dress jeans.

Name Tags

During your first days of employment with BSC/BA/BBC, you will be issued a nametag that should remain either with your area supervisor or in the designated area. The nametag should be worn in an upright, readable position on the right side of the chest. The nametag should be even with the BSC/BA/BBC logo when a staff shirt is worn. Remember to wear your nametag each time you work. Lost nametags must be reported immediately so a replacement can be arranged.
**Prohibited Items**

- No flip flops, shower shoes, Crocs, swim shoes. Shoes should never be removed while at work.
- No shorts or pants with rips, tears, holes or frays
- No wrinkled or soiled clothing
- No sweatpants, PJ pants, or sagging jeans
- No headwear working indoors (with religious exemptions)
- No headphones/ear buds
- No facial piercings/gauges unless using clear retainers

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**CONDITIONS OF EMPLOYMENT**

BSC/BA/BBC values the academic experience and strives to create a strategy for success for all our student employees. Thus, student employees must:

- Remain in good disciplinary standing with the University. Actions leading to disciplinary probation are grounds for termination.
- Maintain the following GPA requirement based on employment position.
  - 2.5 – BSC/BBC/Box Office Student Managers, Assistant Stage Managers
  - 2.2 – all other student employees
- Attend all mandatory training sessions and department meetings.
- Abide by individual restrictions based on other employment (including assistantships), student visa, and/or financial aid matters.
- Adhere to availability of hours as determined by department supervisors and budget restrictions.
- Maintain regularly scheduled hours worked to a maximum of twenty-five (25) per week in a maximum of two areas of the BSC/BA/BBC, or one area of BSC/BA/BBC if working for any other campus department throughout a calendar year.

*Exceptions to this will be reviewed by the supervisor taking into account emergency situations vs regularly scheduled hours along with academic and performance review history. Additional hours may be approved during summers and academic breaks.*

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**Affordable Care Act (ACA)**

Beginning August 16, 2015, Illinois State University will limit the number of work hours/week to 28 hours for student employees, graduate assistants, civil service extra-help, and other employment types who work 4.5 months or less or are otherwise ineligible for the State's group health insurance benefits under the State of Illinois Group Insurance Act. The work week will commence at 12:00 a.m. on Monday and conclude at 11:59 p.m., Sunday.

Although Human Resources will be monitoring time reporting records on a monthly basis to ensure that affected employees are not averaging more than 28 hours/week, it is also the supervisor and employee’s responsibility to proactively manage the hours the employee works. Employees are expected to inform their supervisor(s) if s/he is scheduled to and/or believes s/he may go over the 28 hours/week limit. Every effort should be made to inform supervisor(s) as soon as possible and
before going over the limit so that adjustments can be made to keep the average hours under 28 hours/week. Human Resources will be working with the departments to address any overage that may occur and to develop solutions that will work for the department within the guidelines of the restriction.

For more information, please visit: http://hr.illinoisstate.edu/benefits/aca.php
ACA Employee FAQ
ACA Supervisor FAQ
ACA Marketplace Notice