



STUDENT EMPLOYEES HANDBOOK



Table of Contents

PAGE # SECTIONS

2 CDS Contacts List

4 GENERAL POLICIES AND PROCEDURES

4 General expectations for a member of the Quick Response Team (*QRT*)

5 Community Design Solutions employee evaluation process

7 Hourly student minimum salary rates

7 KRONOS

8 Use of workstations purchased by CDS

9 USE OF MAPS FROM THE GOLDA MEIR LIBRARY AGS COLLECTION

10 GUIDELINES FOR WORKING IN AND WITH THE COMMUNITY

13 Employee coverage on the job

15 Client work product: What's yours, what's theirs?

16 Participant Form

17 REFERENCE SITES

18 Appendix A: OFFICIAL FORMS

REIMBURSEMENT REQUEST

TRAVEL ABSENCE AUTHORIZATION FORM

TRAVEL EXPENSE REPORT DRAFT FORM

23 Appendix B: Summary Table

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Section 1 General Policies and Procedures

General expectations for a member of the Quick Response Team (QRT)

TEAM MEMBER WILL:

1. Provide the team leaders (Project Assistants) with up-to-date contact and schedule information on an on-going basis
2. Submit work schedule reports as required.
3. Only use CDS equipment or supplies for uses approved by his/her supervisors.
4. Follow the safety and behavior guidelines for working in the community presented in this handbook.
5. Show respect in behavior towards supervisors, fellow teammates, and clients.
6. Be good stewards of room 372 and its contents. This includes
 - Not allowing non-team members access to the room/CDS equipment,
 - Keeping the door closed and locked when working in the room,
 - Taking good care of the room and the equipment in it.

For a complete rundown of UWM expectations of student workers go to <http://www4.uwm.edu/financialaid/StudentRights/index.cfm>

Community Design Solutions employee evaluation process

(Applicable for salary/job description adjustment, hiring, firing)

1. Before hiring, students should receive clearly written job descriptions that include their responsibilities and the criteria and process used to evaluate them.
2. Employees are evaluated on a combination of project-by-project output and overall contribution to CDS by their immediate supervisor(s), who share that evaluation with them upon completion of a project. If this fails to happen, it is the employees responsibility to schedule an evaluation meeting with the supervisor.
3. If the immediate supervisors determine that the employee should receive a change in status, they should provide the CDS administrative coordinator with an evaluation that is based on the standards contained within the *Personnel Review Criteria for CDS*, which are outlined below:

Personnel Review Criteria for CDS:

- a. Dependability (i.e. do they meet deadlines, make every effort to adjust schedules as necessary, communicate, when necessary, with supervisor-teammates)
- b. Professionally responsible behavior (particularly in regard to interactions with client, supervisors, teammates and attitude towards work and workplace)
- c. Quality of job performance. This will be based on:
 - Performance expectations that have been previously communicated clearly to applicant/employee by supervisors,
 - Degree of satisfaction of references/clients and supervisor with work product,
 - Immediate supervisors review based on above, day to day performance, plus: degree to which employees contribution determined quality of final product/success of the project.

The criteria below will be added to a-c when appropriate (i.e. d. for promotion, hiring, e. for promotion/retention)

- d. Special skills that employee provides to Community Design Solutions, which significantly impact on CDS' ability to meet its goals
- e. Length of employment

4. Any recommendation to change a CDS employee's condition of employment by the immediate supervisor due to the above criteria should be preceded by:

- Comparison of employee's performance with described standards and criteria. If the immediate supervisor performing the evaluation is a student, the CDS faculty associate, Mark Keane, should be asked to review any products produced as well.

- A meeting with the employee at which:

- I. Employee is given examples of performance that form basis of ratings and the results of his/her evaluation.

- II. Every effort is made to consider the nature and complexity of assignments given and to identify avenues for employee growth and/or strategies for addressing problems of job performance or, on the employee's part job satisfaction.

5. Before termination or other reduction of employment or salary, student should receive from the CDS administrative coordinator:

- Ongoing feedback and at least three warnings of poor performance.
- Consideration of extenuating circumstances that may influence evaluation (e.g. limited learning opportunities, supervision limitations, etc.).

Definition of Supervisors

The Project Assistants, who coordinate the quick response team are the immediate supervisors of their staff. Susan Weistrop, the CDS administrative coordinator is the immediate supervisor of Project Assistants and all other CDS hires.

Hiring and Firing

The CDS administrative coordinator, Susan Weistrop, has final approval in the hiring, firing and change of job description of all student hourly workers. All other CDS staff hires and adjustments must be approved by Susan Weistrop and the Director of Community Design Solutions, Robert Greenstreet. In the case of PA hiring or firing, the CDS administrative coordinator will request input from the faculty advisers.

Hourly student minimum salary rates (as of 9/2006)

These minimum rates will automatically be increased by the average rate of increase for classified staff salaries or academic staff salaries, whichever is greater, each academic year.

Undergraduate	\$9.50-\$10.50
Based on experience	
Final semester undergrad	min.\$10.50
Grad student (masters)	\$11.00 - \$12.00
Based on experience	
PhD student	\$12.00-\$12.50
PA MArch (yr1)	\$11.50 min.
PA MArch (yr 2)	\$12.50
PA PhD (yr1)	\$12.50
PA PhD (yr2)	\$13.50

Always check your monthly earnings' statement, which is placed in your mailbox (hanging file) in SARUP main office at the end of each month. Please let Susan Weistrop know immediately if you are not receiving the pay level that you were promised in your job description.

KRONOS

All hourly students are required to record their hours in 'real time' on the KRONOS system. Sue MacDonald, Room 255, suemac@uwm.edu is in charge of the system for the building. When you begin working for CDS, you need to meet with her to be logged into the system and receive basic training. To sign up you need your passport or birth certificate and one other form of identification.

Susan Weistrop is your KRONOS supervisor. She can make corrections to your hours and approves them according to the official two week pay schedule.

If you have difficulties accessing KRONOS, contact Sue M.

If you need to adjust your hours in any way, contact Susan W.

For more KRONOS info; <http://www.bfs.uwm.edu/ASM/view.aspx?id=7.7.4&d=1>

Common KRONOS Problems

Forgetting to punch out

Double punching

Not putting in your ID# each time ** (as of 1/1/08, no ID#, no pay)

Problems punching in (wrong ID#, in the field, KRONOS is down)

Use of workstations purchased by CDS

1. The Quick Response Team (QRT) workstations are available to team staff **for CDS work only.**
2. Limited *uses* by faculty or non-CDS staff of workstations or other CDS equipment must be approved by the administrative coordinator. Such use will be allowed only for their work on community-based projects when their existing workstations/ equipment are insufficient for accomplishing necessary tasks or for small scale color printing. If their request is approved, non-CDS Project Directors should discuss usage needs with PA-Coordinator of the QRT (Alison Kopyt). Access to CDS files will be limited to CDS staff/faculty advisers.
3. Any non-CDS project that uses the workstation is responsible for expenses resulting from use of the equipment (ex. need for special paper, software, color ink). If non-QRT or non-CDS projects become heavy users of the equipment, those users will pay a portion of the maintenance costs of the machines from their budgets as well.
4. The workstations are only to be used for work directly related to a CDS project. (In the case of the two P.A.s and staff, this means only for activities related to the performance of their jobs).
5. Most staff will be issued a key to 372, which you receive from Sue MacDonald. You also will be provided with a pass-key to the SARUP doors by Dee Nordgren. If you work in the summer and have a studio pass-key, you must return that key and then get one just for CDS summer use (same is true over winterim).

DO NOT SHARE OR LEND YOUR KEY TO ANYONE!

Please respect these regulations so that we can maximize the shared-use of CDS equipment on CDS projects and assure the safety of students working in room 372 and the equipment located there.

Use of other CDS Equipment or Supplies

1. Equipment and supplies are only to be used for community based projects. and only after contacting the QRT lead PA to discuss availability and filling out the required form. No supplies or equipment may leave room 372 without the approval of the supervising PA.
2. Theft of CDS equipment or supplies or continuous abuse of the above regulations is grounds for dismissal.

Use of Maps from the AGS Collection at Golda Meir Library

(If you need maps, speak with a CDS Project Assistant before you do anything else)

- The lead Project Assistant, Ali Kopyt, will place all data orders with the librarian in charge of the AGS map collection located in the Golda Meir Library. Make your requests to the PA in a timely fashion. The PA will keep copies of the orders on file.
- Before requesting MCAMLIS data from UWM, check what data the client can make available to you and if they have access to and can easily give you access to the MCAMLIS data that you need for the project.
- If you modify the maps, you may not claim in anyway that they are MCAMLIS maps. If you don't modify them, you may not present them in digital form but may incorporate the base maps (maps as they exist with MCAMLIS copyright shown) in a non-digital report.
- You may provide digital copies of maps reconfigured and modified from the base maps to clients but no base maps themselves may be provided to the clients or to others digitally.
- You must destroy any copies of the originals that are in your possession as soon as the project for which you requested them is completed. No member of the team is allowed to save the originals or any modification of the originals in his/her personal files. Only work with them on CDS computers.

Section 2 **Guidelines for Working in the Community**

In preparation for your employment with Community Design Solutions (CDS) at the University of Wisconsin – Milwaukee, you are asked to carefully review the recommended and discouraged practices listed in this document. These deal with some legal, safety and general behavior issues of concern when you are performing tasks in a client neighborhood.

After reviewing this information and asking your supervisor any questions about these practices that you may have, please sign your name and insert the date on the signature page. Failure to follow the recommendations listed on the following pages, could result in the termination of your employment with CDS

The following pages also include information about your legal rights and benefits as student employees of the University working in the community as well as information and forms dealing with your legal and ethical obligations as University students/employees. **Please review this information from time to time**, ask additional questions at any time, and suggest additions or changes to this material based on your experiences in the neighborhoods.

What Tasks a Student Hourly Worker May be asked to Perform Onsite

:

- Photo documentation of buildings/properties, views along street, specific items on streets, specific activities or events related to the project
- Taking measurements of buildings/properties and streets, including street-widths, sidewalks, distances between trees & lampposts, signage, and specific items on streets
- Interviewing people, giving out questionnaires, and gathering data
- Observing people's behavior, including behavior/activity mapping, taking head counts, traffic counts, and other similar observations
- Recording existing physical condition of an area/building/property including inventories of buildings/areas
- Visiting or meeting clients/community groups/city officials/ and other relevant persons connected to the project, if that is necessary
- Participating in activities organized by the clients/community groups, if that is necessary.

Staying Within the Law

You need to abide by the official rules and regulations connected with your work. The CDS office will try to keep you informed about any legal issues relevant to your work but when you are onsite, it is expected that you will use good sense and not proceed with a task unless you are confident that you are acting within the law.

1. **Do not** enter private property without permission of the owner. As a courtesy and to prevent misunderstanding do not photograph a place of business or residence without first informing the owner/resident.

2. **Do not** take pictures of people without their permission and if you are going to use those pictures for publication or any dissemination, have them sign a release form.

3. If you bring a car, make sure you **do not** park illegally.

4. **Do** abide by all posted rules or regulations in the area (For example, crosswalks, dress codes, no-trespass or no parking signs)

Common Sense Behavior When Onsite

When you are working for CDS in the community, you are representing your school and the University as well as yourself.

- Respect other's cultures, religions, values and beliefs, as you would want them to respect yours. This includes making sure that your manner of dress or general appearance would put them at ease.
- Limit your activities in the area to the ones agreed upon with the community group unless you have received the approval of your supervisor.
- You are there as an invited observer and facilitator so be patient, be tolerant of other's opinions, and watch the words you use and your actions in relation to the cultural environment that you are in. You are there to offer your expertise, not to impose it on the client(s).
- Adjust your attire to the task and place at which you are working, and always avoid attire that is intended to draw attention to you. To the extent possible, dress as a professional in training.
- Do not share personal information such as your address or phone number except with someone with a need to know.

- Leave your valuables at home. If you must carry things such as cell phones, radios, money, tape recorders, cameras, do not leave them in the car.
- Carry identification with you at all times.
- If you become lost, go to an occupied business to ask for assistance.
- Let someone know (a fellow team member, your roommate, a friend) where you will be and when to expect you back as well as the community contact person's phone number.
- Always lock your car.
- Park in a well- lit, busy area or ask the community group's contact person the best place to park.

*In other words, **USE COMMON SENSE.***

Employee coverage on the job

Coverage includes worker's compensation and liability protection whenever and wherever you perform your job. Excerpt below is from *UWM Staff Benefits Handbook* no longer available on-line but you can find more detail at:

<http://www.uwsa.edu/hr/benefits/newemp/index.htm>

Worker's Compensation

All UWM student employees are covered by the Wisconsin Worker's Compensation Act. If a student is injured while completing his/her tasks, he/she may be eligible for medical and compensation benefits. If death results, any benefits due would be paid to the surviving dependents.

- All claimants must notify their supervisor immediately after an accident.
- An "Occupational Accident and Illness Report" must be completed by both the student and his/her supervisor.
- Send all accident reports to the Worker's Compensation Office in the Department of Personnel Services

Liability Protection

The State of Wisconsin provides liability protection for all State employees under Wisconsin Statutes, Section 895.46 (1). This statute authorizes the State to pay claims based on the negligent acts of employees or to defend employees against allegations of negligence, which may have caused injury or property damage to others. It is important that employees acknowledge mistakes which could lead to potential liability claims and that such incidents be reported promptly and accurately to the UW-Milwaukee, Risk Management Office, phone 229-6374.

Use of vehicle on the job

Student and Volunteer use of state-owned vehicles may be approved only for official University business (including activities necessary to sustain a traveler away from home) and as part of a student's work responsibility as a student employee.

Some examples of approved usage are:

- Class related field trips that are for educational purposes and have on-site supervision by a UWM employee or agent.
- Educational programs which require training to be taken off campus and are course-required. This does not include students who are required to train off campus on a regular basis as part of a practicum or internship.
- Business errands for a department.
- University-related conferences, meetings, and events; provided that a designated instructor/faculty advisor approves of the trip.

- Research under the direct supervision of a principal investigator or instructor.
- Volunteer programs that are under the direct supervision and control of the University, that provide benefit to the University and that involve an agent agreement approved by Risk Management.

The use of vehicles by student employees, students and volunteers is governed by the policies and procedures that apply to University employees. Specifically, vehicle usage is for the conduct of **official university business.**[**this does not include traveling to and from the official workplace but does include any time you use your car for a work related matter other than at your workplace**] If you are not sure if a trip is reimbursable, check with the Administrator before the trip

In order to drive a state owned vehicle a Driver Authorization Form must be filed with **the Risk Management Office at least 2 weeks in advance of the trip.**[**See note below**] This form authorizes Risk Management to do a “drivers check” and it serves as the official “Agent Agreement” when the Supervisor (Susan Weistrop) has signed the form. Liability protection is provided only when an individual is operating within “scope of employment or agency.” [A copy of the form is attached to this handbook.]

Note: As long as you have no outstanding violations or points on your license, permission is granted. We encourage anyone with a car to submit this form. Most driving will be done by the PA’s or the Administrator but there may be times when you suddenly need to meet with the client off-campus. To be reimbursed for driving, you will need to have processed this form before you go on the trip. Also, this extends the UWM insurance to you when you are driving your vehicle.

Client work product: What's yours, what's theirs?

Always remember, no one owns your ideas but you.

Unless the situation described in the next paragraph occurs, all materials that you prepare for a project may be reproduced by you and used as you wish. If you worked on a project/product with someone else, make sure that you acknowledge their contribution.

Very infrequently, when the client provides some cost sharing to the project, you may be asked to not reproduce the products that client received.. This is similar to what happens in the private sector. However, because you are a student you can still publish materials that describe the work you did and examples of that work for scholarly or educational purposes. In other words, if you write a paper for class or a scholastic journal and want to use that work to illustrate your point you can, you can even include it in your student portfolio but you can't include it in your portfolio when you are applying for anything in the non-academic sphere.

You are also free to replicate the concepts you developed on any other building or environment that you wish. You also are free to choose not to work on a project that would require this of you.

Fortunately, most of our projects are done pro bono or for clients who are not concerned about our reusing the materials.

Participant form

This is a form that you may be asked to fill out, sign and give to your supervising PA at the beginning of a project. By signing this form you are agreeing that the final designs, drawings and other materials that you created for the Client may only be used by you on UWM projects. You could include them in a University portfolio but not in your private portfolio. The ideas, concepts that you developed are your intellectual property and you may use them at will. The only time that you will be asked to sign this form is if the Client has included this language in a contract signed by CDS.

COMMUNITY DESIGN SOLUTIONS QUICK RESPONSE TEAM PARTICIPANT FORM

Client Condition: Upon completion of this project, UWM shall submit to the Client the products to be determined as described in the Scope of Work. All designs, drawings, and other materials developed by the QRT/UWM in fulfillment of the contract are the property of the Client, and the Client has the right to use the same as it sees fit. It is further agreed that UWM, in accepting these funds for the purpose stated herein, shall be permitted to publish the results of this project and/or to use the results for any other purposes that are within the research or educational mission of UWM. When the results of the project are published, UWM shall acknowledge the aid received from the Client.

READ AND UNDERSTOOD

Name

Date

Section 3 Reference Sites

Case Studies and Design Center Examples

- *Association of Community Design*, provides access to many web sites of community projects: <http://www.communitydesign.org/>

To log into this web site, enter the following: login arakana; password susatrop2

- *Project for Public Spaces*: <http://www.pps.org/>
- *Center for Neighborhood Technology* :<http://www.cnt.org/>
- The Resource Center of the Corporation for National & Community Service Effective practices <http://www.nationalserviceresources.org/epicenter/>
- Local Government Commission – community design http://www.lgc.org/community_design/index.html
- Context Sensitive Studies (transportation facility development studies) http://www.contextsensitivesolutions.org/content/case_studies/
- Design Centers–University of Minnesota <http://design.umn.edu/>
- National Main Streets <http://www.mainstreet.org/>
- Wisconsin Green Building Association http://www.wgba.org/artman/publish/article_213.shtml
- CARDI Community & Economic Development Toolbox <http://www.cdtoolbox.net/>
- Some good links http://www.cdrc-boston.org/Resources/Related_GroupsLinks.htm
- Image library of the pedestrian and bicycle information center <http://www.pedbikeimages.org/>

City of Milwaukee on-line data

- City of Milwaukee Planning and Development Center - Comprehensive listing of resources available <http://www.mkedcd.org/planning/index.html>
- Housing Resources <http://www.mkedcd.org/housing/>
- Map Milwaukee – this allows you to create GIS maps of areas of the city using all the data basis available on the neighborhood and block level in the City. The COMPASS program was a joint effort by UWM –GIS and the City funded by the feds. The Map Milwaukee program was created by SARUP Urban Planning student/grad <http://www.ci.mil.wi.us/display/router.asp?docid=3480>

State Agency Index

http://www.wisconsin.gov/state/core/agency_index.html

Wisconsin Counties Index

http://www.wisconsin.gov/state/core/wisconsin_counties.html

Appendix A:

Official Forms

All these forms are processed by Dee Nordgren and require Susan Weistrop's signature.

For on-line copies go to: <http://www.uwm.edu/SARUP/facultystaff/index.html>

1. REIMBURSEMENT FORM – Used for all out-of pocket expenditures up to \$100.00. If you expect to spend over \$100, you must get Susan and Dee's approval before spending the money.

The PA's are the only members of the team to make purchases and, then, only after receiving Susan's approval. If you need something for a project that you are working on, consult with the PA.

What will be reimbursed:

Supplies and Materials, non-travel expenses and travel expenses in 20 mile radius of campus.

- a. Most purchases should go through official UWM sites, which means that Susan or the PAS will ask Dee to place the orders.
- b. We also have CDS accounts set up at a number of venues such as Kinko's and UWM printing services – if you need to use those services, Dee will provide the PA with the account authorization # to use when you place the order.
- c. CDS also has accounts set up for usage of SARUP special equipment, again only the PA's or Susan may authorize.

When a team member might need to fill out the reimbursement form:

- a. Travel and any resulting expenses within the County of Milwaukee as part of your job, ie. Meeting with clients, tour of project site, need to purchase lunch or dinner or pay for admission as part of your job, gas for your car (whenever possible carpool)
- b. An emergency need arises for something, Susan and the PA are unavailable and Dee can not order it.

What you need to get reimbursed

- a. Must have detailed receipts (show what was purchased)
- b. Get Susan's signature on form.

2. DRIVING AUTHORIZATION FORM **In order to drive a state owned vehicle a Driver Authorization Form must be filed with the Risk Management Office at least 2 weeks in advance of the trip.** This form authorizes Risk Management to do a "drivers check" and it serves as the official "Agent Agreement" when the Supervisor has signed the form. Liability protection is provided only when an individual is operating within "scope of employment or

agency.” Once the form has been submitted and approved, you may use your car for CDS projects. It is a good idea to fill out this form as soon as you start working for CDS.

TRAVEL OUTSIDE OF MILWAUKEE COUNTY

Car travel is reimbursed after you return as are food and other expenses within whatever budget you have been allowed by CDS.

All airplane (bus or train) ticket, conference and hotel reservations for official UWM /CDS business are made by Dee and directly paid by CDS. The UW System/state requires that you try to find the lowest fares that will get you safely to your destination. You can search yourself or just let Dee make it through the official state travel agency, either way, she makes the reservation.

1. TRAVEL ABSENCE FORM:

- a. Needs to be filled out as long as possible before travel (must be at least 8 days before at a minimum)
- b. .Everyone traveling to the location, whether they are driving or not, must submit this form, get Susan’s approval signature and submit it to Dee.
- c. This form asks how much you have been authorized to spend – discuss this ahead of time with Susan.

2. TRAVEL EXPENSE REPORT FORM:

- a. Need to have receipts that confirm your expenditures
- b. The sooner that you fill it out, the sooner you will be reimbursed

REIMBURSEMENT REQUEST

**The University of Wisconsin - Milwaukee
School of Architecture and Urban Planning**

Name _____

Address _____

(not necessary for faculty and full time staff)

Social Security Number _____

Item(s) Purchased _____

Reason _____

Cost _____

Funding Source(s) _____

Comments _____

Receipts must be attached or this request cannot be processed.

**Purchases over \$100 MUST be processed through the SARUP Business Office in
ADVANCE of purchase.**

TRAVEL ABSENCE AUTHORIZATION FORM

The University of Wisconsin Milwaukee
School of Architecture and Urban Planning

CHECK THESE SITES FOR INFORMATION

MEAL ALLOWANCE <http://www.bfs.uwm.edu/asm/travel/5-5-01a.HTM>

CITY HOTEL MAXIMUMS <http://www.uwsa.edu/fadmin/fppp/fppp36d6.htm>

FOREIGN PER DIEMS <http://www.state.gov/m/a/als/prdm/2002/7725.htm#rates>

Name: _____ Social Security #: _____

Destination: _____

Departure Date: _____ Return Date: _____

Purpose of Absence: _____

(Please Do NOT Use Abbreviations)

Funding Source(s):	Amount:	Approval Signature if funded by grant:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Other SARUP Employees Attending the Same Conference _____

_____ Where

you can be reached at destination: _____

CONTRACT TRAVEL AGENCIES MUST BE USED FOR PLANE FARE.

Are you requesting that your plane fare be prepaid by UWM? Yes/No

If you plan to rent a car, be certain to review all related regulations with Dee Nordgren.

Provide registration material well in ADVANCE of due date to have registration fees over \$50 paid .

Required Signatures:	Date:
Traveler: _____	_____
Chair or Supervisor: _____	_____
Review: _____	_____
Dean: _____	_____

Please Note: You will be held responsible by the State for following all Travel Regulations. Review the summary of information before you travel. If you have questions, ask them before you leave.

THIS FORM AND ALL APPROVALS MUST BE ON FILE AT LEAST SEVEN DAYS IN ADVANCE OF YOUR DEPARTURE. IT MUST ALSO BE ON FILE BEFORE ANY PLANE FARE CHARGES WILL BE AUTHORIZED.

EXPENSES MAY BE DISALLOWED if directions are not followed.

Appendix B: SUMMARY TABLE

Activity	Contact	What happens	Important info
CREATING PRODUCT			
Regular Black & white copying	Susan Weistrop or one of PAs	SARUP Media Center (Paul Olsen)	
Over 50 copies Black & white, over 15 color copies	PA who will get slip from Dee to fill out	Mitchell Hall Copy Center	
Plotting or laser model lab	PA who will tell SARUP plotting to bill to CDS	SARUP	
Publication type printing	Susan or PA	Campus printing services	
Last minute of any of above	PA – Susan -Dee	Try to arrange off-campus at Kinkos or Clarks or other so Dee can call in the credit card #. If not, contact Susan.	You never have to lay out funds yourself unless it is a dire emergency. If you do, you will be reimbursed but this may take 4 weeks.
Equipment breakdown	PA then Joe or Paul then Dee	Dee will order new parts or get repairmen	
Maps from AGS	PA	PA will fill out order form and you can submit it	Tom Brittnacher is our contact at AGS
Driving to work in field	Complete form and have Susan sign it, submit to Dee	Risk Management. Usually take no more than one week.	UW insurance then covers any injury to you or others
Any other services requested from campus, i.e. reserving equipment from I&MT, having photos developed	Dee once you get approval of PA and Susan and <u>before</u> you make the request	Dee will make sure necessary forms are provided to you so payment comes out of CDS and service is not delayed	
ORDERING AND BUYING (PA has primary responsibility)			
Ordering/buying regular office materials or supplies	Only PA should do this – reference Dee's Office Depot book	Dee will order/large discount. Usually available within 24 hours.	If Dee is away, orders may take longer so try not to wait until last minute.
Ordering Equipment	Discuss with PA, consult Joe Fieber	Dee will order	
Last minute orders or things picked up on the fly.	Susan	You will have to purchase yourself and get reimbursed.	Try to avoid this.
COMMUNICATIONS			
FAXes or FAX e-mails	Contact Susan	She will provide her ID# on Media center FAX form	
Receiving or sending regular mail	Susan	Student workers have hanging mail files in top left drawer below PA/TA mailboxes. Mail pick-up at SARUP is 9 AM.	Addresses must be typed. Regular mail goes out from Mellencamp at 2. UPS, see Dee
Packages and Special Mailing	Susan, if she is not there, Dee	Sent from SARUP	
Telephoning or	PAs for local, Susan for	Phone in room 372,	Phone may only be used

Appendix B: SUMMARY TABLE

Activity	Contact	What happens	Important info
receiving calls	long distance	229-5704	for business calls. Communicate mainly by e-mail
Personal			
Keys to room	Sue MacDonald	Return key to Sue when you leave CDS. If you lose a key, there is a significant fine.	Never lend your key to anyone!
Pass keys	Dee Nordgren	Return to Dee at end of summer and each semester. She will issue new ones. Hefty fine for loss.	Never lend you passkey to anyone. As you know the computer records use of this card.
Problems with your salary checks	Susan	She works it out with Sue & Steve Heidt	You receive earnings statements every two weeks. Check them.
Injuries/accidents	Susan/Dee/Faculty	Before going for treatment, if possible, get necessary info from Dee. If you are off-campus, have someone call Dee and she will call hospital/doctor with the info.	You are covered for all injuries that occur while working for CDS whether on or off-campus.
In the field	PA or Susan and field contact person	Let the Client's contact person know you will be in the field, go with another QRT team member, leave or call in info to 372 about where you will be and when.	If you are going to drive, you must have authorization approved by risk management.
Work hours	PA to inform of availability	Record on Kronos. If you are working on more than one project, keep a hard copy log on forms available in 372 as well and submit bi-weekly to the PA managing a given project.	Contact Susan with hours not recorded before 9:00AM on first day of new payroll. Payroll period is two weeks.
Reimbursable expenses	PA or Susan	Any travel, purchases, other expenses that are directly related to you work for CDS that were pre-approved by the PA or Susan can be claimed on a reimbursement form submitted after the fact.	Exceptions – 1. Travel outside Milwaukee County – need to submit a travel form ahead pre-determined ceiling is set on amount.. 2. Expenditures approved by Susan after the fact.
Quitting	Susan	Inform in writing at least two weeks before.	If not possible to give 2 weeks notice, meet with Susan
Issues with other workers or your PA	You	Try to handle it yourself. If need assistance, speak with Susan	
Issues with Susan	Susan first	Mark Keane second	
Issues with workload	PA managing project	Person to person is best	Sooner rather than later