

StudentNews

A MONTHLY PUBLICATION FOR ARIZONA STUDENT UNION STUDENT EMPLOYEES

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RESTAURANTS AND RETAIL GETTING THE GRADE

Was your latte extra hot like your barista at Starbucks? Did the way they made your eggs at Cactus Grill make you feel sunny side up? Tell Us! As an effort to improve its customer service, the Unions' are reaching out to customers to get their feedback. "Tell Us!" is an online survey that gives people the opportunity to share their opinions about the restaurants and retail shops of the Unions. Last semester this survey reached 150 people over the course of two months, resulting in feedback that was shared with employees all around the Unions. Some of the comments were shocking! Others were endearing. Overall, the information provided is helping us understand how customers perceive the Unions. When asked why customer service is important, Colleen Runyan from the Info Desk said "Quality customer service humanizes business."



The Unions value quality service, which is why the Professional Development team created "W.H.A.T."- customer service training. This training is required of all employees and is the primary focus of the "Tell Us!" campaign. "We just want to see that we are smiling at our customers," says Jennifer Martin. The comments for the survey this time around will be shared with Union employees in May. So next time you're working, remember "W.H.A.T." you've been taught about customer service, because the next great comment could be about you!

- Jennifer Martin

SHR TO CONDUCT JOB SATISFACTION SURVEYS

Soon, members of the Student Human Resources committee will be visiting each unit to survey approximately four students. SHR will interview you with questions that relate to how you are managed, evaluated, and how satisfied you are with your job at the union. As a student that works for the Unions, your opinion matters and has potential to change current policies and procedures. SHR will not be able to individually interview every student employee, so please stay tuned and keep your eyes out for a link to the

online version of the survey. All surveys and interviews will be given equal weight and will be kept anonymous.

If you have any questions about this or are interested in joining the student team dedicated to making the Unions the best place for working students call 520-626-9205, and also become a fan of the "Arizona Student Unions SHR" Facebook Page.

- Jesse Calabrese

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Employee Recognition week is next week, April 5-9. The week's theme is Mardi Gras, and the Employee Recognition Committee has plenty of rewarding treats planned:

Monday: Banquet by invitation 6-8

Tuesday: Ice cream social 1-2 on the 4th floor terrace of SUMC

Wednesday & Thursday: What is your unit doing to recognize its employees?

Friday: Breakfast from 7-9 am in the Cellar

Be on the lookout for student employee satisfaction surveys and interviews. Stay tuned to the "Today in the Union" e-mail!

Volunteers are needed for summer orientation recruitment. E-mail unionshr@email.arizona.edu if you are interested!

PROFESSIONAL DEVELOPMENT TRAINING OPEN TO STUDENTS

The Student Unions' Professional Development committee is hosting a variety of training workshops throughout the month of April, and all employees are welcome to attend (and possibly get paid for it) with supervisor permission. For PIPs and Student Leads, several workshops on hiring employees and purchasing will be held, and sessions on sustainability, powerpoint, and coaching can benefit any driven student employee. Ask your supervisor for a "What Next" brochure for more information, and we hope to see you at some of these sessions:

- **Hiring Employees:**
 - April 9th, 12th, and 22nd @ 9a-10:30a
 - April 6th and 30th @ 2p-3:30p
- **Sustainability:**
 - April 19th @ 3p-4p

- **Purchasing:**
 - April 1st @ 2p-3p
 - April 7th @ 9a-10a
- **PowerPoint 101:**
 - April 29th @ 9a-10a
- **Coaching Roundtable:**
 - April 20th @ 2p-3:30p
 - - Stephanie Cunningham



Students with birthdays in March and April!

CELEBRITY GOSSIP

- ★ Sandra Bullock and Jesse James interview divorce lawyers after Sandra finds Jesse cheating.
- ★ Kim Kardashian and Reggie Bush split.
- ★ Kate Winslet and Sam Mendes also part ways.

- ★ Rumor has it that Conan O'Brien will be joining the Fox network lineup.
- ★ At least love is someone's starry eyes: Joe Jonas and Demi Lovato confirm dating.
- ★ Elton John, Lady Gaga, and Sting set to perform at the semi-annual Rainforest fund benefit concert.

TUITION RISING...

If you haven't already heard about the compromising condition of the state budget, then you'll see it in your bursar's account next semester right before feeling it in your wallet yet (again)—yes, tuition is still drastically on the rise. For some, the stress of the job-seeking college graduate in this economic climate nearly parallels the stress of a budget concerned student taking classes in the fall. According to the Arizona Board of Regents, base undergraduate and graduate tuition will increase for Arizona residents by \$1,074 and by \$2,024 for non residents. A \$160 increase to the Library Information Fee and a new \$150 Health and Recreation Fee has also been approved. Scholarships and other forms of financial aid have now become more competitive, but at least offer a glimpse of hope. If you are not already using websites like finaid.org or fastweb.com to find scholarships and aid, now is the time.

- Piya Debnath

STUDENT EMPLOYEE PROFILE: CHRISTINE ROSE



We are proud to announce Christine Rose as the newest member of the Student Human Resources Committee. Hailing from Cafe Sonora, she represents Dining Services.

Christine is a very sweet young lady, who is always carrying a smile. Christine began working for the Unions at Cafe Sonora last semester on her first day of school, as a freshman. She truly enjoys her job and meeting new people, so when you're in the mood for a wide variety of specialized Mexican food, come and say "Hi!"

Ms. Rose was born in Baltimore, Maryland and raised in Glendale, Arizona where she attended Mountain Ridge High School. In her spare time her hobbies include reading books, swimming, saving lives, being outdoors, helping the environment and hanging with friends. She is currently an environmental science major and passionate about working for a company that's involved with alternative energy after graduation.

- Ashley Rae LaBar



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