

NDSU Wellness Center
Student Employment
Policy Manual
2023 – 2024



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Friday, August 04, 2023

Welcome!

Congratulations on becoming an integral and valued member of the Wellness Center team. You were selected based on the attributes you displayed that match the qualities needed for us to be successful. You join nearly 200 students from a wide variety of majors and backgrounds who work hard to serve the NDSU community and other guests by providing a positive, safe, clean, friendly, inclusive and welcoming environment.

Your work is critical to our success and you play a very important role. You are on the front lines serving our students and members. Your attitude and actions shape how others view the Wellness Center. We hope you always exhibit a high level of professionalism, knowledge, care and concern for all students and members using our facility.

We expect your best each day. The keys to your success will be dependability, reliability, positive attitude, attentiveness and always following the policies outlined in this manual. Please take time to read and understand these policies so you can make a positive contribution to the Wellness Center.

Please know that your academic and personal success are important to all of us and we look forward to seeing you grow and develop during your time at the Wellness Center. We hope your work will be rewarding, challenging, meaningful and memorable.

Welcome to the Wellness Center Family!

Wellness Center Structure

The Wellness Center reports to the Division of Finance and Administration under the direction of Bruce Bollinger, Vice President for Finance and Administration and directly supervised by Karin Hegstad, Associate Vice President for Finance and Administration. The Division provides fiscal and administrative counsel to the executive offices of the University, assuring that the institution operates within legal and regulatory parameters of the State Board of Higher Education and the North Dakota University System. The Division provides human resources services, fiscal management, coordination of University-wide planning, institutional budgeting, and policy analysis. The Division is responsible for maintaining the physical campus environment and ensuring the safety of faculty, students, and staff. The Division also oversees the institutions self-sustaining auxiliary service departments.

Wellness Center Mission Statement

We promote a culture of life-long wellness by developing innovative programs and services for the NDSU community.

We do this through:

- State-of-the-art facility and fitness equipment
- Innovative fitness, recreation and aquatic programming
- Convenient and affordable child care
- Comprehensive student employment program
- Promotion of the 7 Dimensions of Wellness

Wellness Center Vision Statement

A destination that inspires healthy lifestyles.

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General Expectations of Employment

Professional Conduct

As an employee of the Wellness Center, you represent our facility on and off duty. Your attitude and actions shape how others view the Wellness Center. Always exhibit a high level of professionalism and represent our team with quality. Maintain a positive attitude in most difficult situations and confront conflict with care and concern. Be respectful of others and strive to make every interaction with a student, member or guest the best possible experience.

Customer Service

Our goal is to provide students, members, and other guests with the best possible experience during their time in the Wellness Center. This can be accomplished through:

- Greeting students, members, and guests to create a welcoming and inclusive environment
- Smiling and maintaining a positive attitude
- Keeping our facility clean and safe
- Being knowledgeable about facility policies, procedures, and programs
- Being attentive
- Know how to apologize – “I apologize for the situation...” is a great way to let members know that you are hearing them and understand.
- Using good listening skills – listen and hear others on issues; allow them to tell you their story
- Identifying and anticipating needs – look for problem areas and help fix them; help members before they realize they need it
- Help members understand and follow policies – members need the “why” behind a policy
- Always giving more than expected
- Showing empathy, positivity and patience in all situations
- Always remember that members are not an interruption of our work, they are the purpose for it

Complaints

Manage complaints in a polite, friendly manner. Listen with your full attention and take notes if necessary. Encourage members to submit feedback on the Wellness Center app or website. Please remember that members are our business and our community; each complaint is an opportunity to grow or improve the Wellness Center. Put yourself in their shoes and view the situation from their perspective. If you receive a complaint from a member, please give the member the area supervisor’s business card and encourage them to reach out with their feedback. Student employees should also add the interaction into their Blackboard post.

Communication

Email is the official means by which the University communicates with students. Any communication sent by email to student employees is expected to be received and replied to within 24 hours. The NDSU Wellness Center also utilizes Blackboard and SubItUp to communicate to student employees. All employees will be enrolled in the Wellness Center Staff Team link through Blackboard and SubItUp and are expected to check announcements, training material, and other tasks as assigned. Many areas also use GroupMe to communicate with coworkers.

First Aid and CPR Certification

It is a requirement of employment to be CPR/AED/First Aid Adult and Pediatric certified. Courses will be offered for employees at our cost of \$38, instructed by Wellness Center staff through the American Red Cross. Students will be paid for their time in the class at their regular hourly rate. The Wellness Center recognizes American Red Cross and American Heart Association certifications. Students who fail to attend these courses will be required to

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obtain and pay for certification on their own. Opportunity for re-certification will be offered at annual training and during monthly classes.

University Police

University Police is available for emergency or threatening situations at 701-231-8998. They also offer a 24/7 Safety Escort Service that serves NDSU facilities and locations in the immediate vicinity of campus. The Pathlight app is available at no cost for students walking on campus as well. Instructions for downloading the app can be found on the University Police and Safety Office page of the NDSU Website. University Police also makes random walkthroughs of the Wellness Center.

Student Employee Policies

Employment Hourly Rates and Performance Increases

Student Performance Reviews:

Student performance reviews may be conducted at the end of the fall and/or spring semesters. Student employees will be compensated for their time during these reviews.

Annual Merit Based Pay Increases:

Pay increases may be given annually depending on funding, based on the employee start date (not hire date). Annual increases, if awarded, will be determined by supervisor. All increases will be awarded after the spring semester but are not guaranteed. Students must start prior to March 1 to receive the increase.

Merit increases may be awarded annually based on performance, but are not guaranteed.

Promotion Pay Increases:

Student employees who receive a promotion to a coordinator or lead position will receive a one-time \$0.50 pay increase at the time of their promotion. This increase may be preceded by the merit increase based on performance review of duties performed in the previous position.

Student Employee Pay Guidelines

Student Positions	Base Hire Rate
• Facility Staff	\$11.75
• Climbing/Outdoor Adventures	\$11.75
• Customer Service	\$12.25
• Child Care	\$12.50
• Intramural Supervisors	\$12.75
• Officials	\$12.50
• Lifeguards	\$13.75
• Building Managers	\$16.00
• Communication Intern	\$13.25
• Water Safety Instructor	\$15.00
• Safety Education	\$15.25
• Personal Trainers	\$15.00
• Coordinators/Leads	\$.50 above base rate
• Group Fitness Instructors	Vary

- All new employees will start at the base hire rate of the position for which they are hired.

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Attire and Footwear

Shirts: All employees will wear a Wellness Center issued polo. These polos are located near the time clock and are laundered daily. Polos must remain in the Wellness Center. Select a clean polo at the beginning of each shift and place it in the laundry basket by the mailboxes when finished.

Building managers will wear a black polo, coordinators/leads will wear a green polo and all other staff will wear a yellow polo. Shirts do not need to be tucked in, but must be considered appropriate by the supervisor. A long or short sleeve shirt may be worn under a polo. Additional policies:

- NDSU Wellness Center jackets may be worn if purchased by the student. Students must zip up the jacket if they are not wearing a Wellness Center polo underneath.
- Personal trainers must wear either a long or short sleeve, black-issued personal trainer shirt. No clothing can be worn over this shirt.
- Name tags need to be worn over the outer layer of clothing. Child Care staff do not wear name tags, as it is a choking hazard for children.

Pants: Jeans (excluding jean shorts) are permitted, provided they comply with the rest of the dress code requirements. However, leggings, athletic pants, and sweatpants are generally not allowed unless otherwise specified for certain positions.

Group fitness staff and personal trainers may wear athletic-style pants or shorts only when they are scheduled to teach/instruct a class as a part of their shift.

- Child Care staff may wear athletic-style pants because they are sitting on the floor and are active with children for extended periods of time. Pants must be all black with no mesh or see-through material.
- All pants must be worn on or above the hips, and must not have any holes, rips, or discoloration.
- Climbing Wall/Outdoor Adventure staff may wear athletic pants due to the nature of the position.
- Shorts may be worn by all student staff. If shorts are worn, they must be an appropriate length. Athletic shorts are not permitted.
- Building managers and coordinators must wear black or tan pants or shorts (no jeans, except black jeans).

Shoes: All shoes worn by Wellness Center staff must be dry, must be clean, and must be closed toe/heel.

Hats: Hats are not allowed to be worn while on shift.

*Radios and earpieces must be worn at all times when on shift if it is required for the position. Child Care staff have radios located in specific areas of Child Care.

Food and Drink

All food consumed by Wellness Center student employees on shift must be consumed in one of three areas:

- Aquatics staff lounge
- Student employee lounge (area provided in hallway to aquatics)
- Child Care staff lounge

Drinks may be kept in close proximity to student staff, but must be kept as discreetly as possible (i.e. keep behind the desk).

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Breaks

NDSU Policy mandates breaks depending on the length of the scheduled shift as listed in the chart below. If any employee requests to omit the provided lunch period, the request must be documented and signed by employee and supervisor.

Length of Scheduled Shift	Break
Less than 4 hours	No break
4 hours to 5 hours	15 minute paid break
5 hours 1 minute to 7 hours 59 minutes	30 minute unpaid break and 15 minute paid break
8 hours or more	30 minute unpaid break and two 15 minute paid breaks

Cell Phone Use

Cell phone use is not allowed by student employees at any time unless on break in an area away from their workspace, or if permission is given by the supervisor for extenuating circumstances. However, we realize at times you may need your cell phone for work-related reasons.

Studying

No studying will be allowed by any student employee at any time during their shift unless on break in an area away from their workspace. If a student has an academic obligation that conflicts with their previously scheduled work obligation, it is the responsibility of that individual to find a replacement to cover their shift.

Computer Usage

Computers are to be utilized for work purposes only. Fusion should be the primary function for all employees. Internet search functions should primarily focus on informational and Wellness Center educational purposes only. Computer usage should not interfere with providing a safe, clean, alert, and customer-friendly environment.

Media Policy

All employees, including student employees, are prohibited from giving information regarding the Wellness Center to any media outlet unless approval has been given by University Relations. If any media outlet, including local media (The Forum, local TV stations, local radio stations) and student media (The Spectrum, the BIN, KNDS) requests a comment or information, they should be referred to the Student Employment and Marketing Coordinator. If there is approval given for you to visit with a media outlet, either your supervisor or the director will visit with you directly.

Training

All employees will be required to attend fall and spring training. Specific dates will be communicated prior to the end of each semester. Other training opportunities may be provided throughout the year, depending on need and opportunity.

Time Clock

Each employee is required to swipe in each shift using the time clock. If the time clock is down, student employees should only use the web clock at the building manager computer at the customer service desk. You may use the timesheet behind the Customer Service Desk until you are entered into the time clock. Some positions that conduct meetings or events outside of the facility may utilize a paper timesheet or your time may be recorded by your supervisor. To view your timesheet, log into PeopleSoft HRMS located at ndsuhcm.com and click on the HCM link. Login with your campus connection login. To view your timesheet, click on Timesheet in the upper left corner. Change the date to the pay period you need to review. Verify all

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punches are correct. If there is an error, please contact your supervisor immediately to correct the error. There are also instructions to view your timesheet on the Wellness Center website. Click on Employment, current employee resources, and then student timesheets.

Social Media

Advocating for the Wellness Center social media is highly encouraged and appreciated. Distribute information by word-of-mouth and sharing social media posts.

Conferences and Professional Development

Professional development opportunities may arise each year in the form of national conferences, regional conferences, or workshops. These opportunities may be available for students. Information and application deadlines will be communicated through e-mail. Applications must be submitted to the supervisor or Student Employment and Marketing Coordinator by the required deadline.

Radio Etiquette

Each area will use radios at various times to communicate with other staff members. When using the radio, press down the talk button for one second before beginning to talk to ensure staff can hear your entire message.

Lost & Found

Lost and found is located at the Customer Service Desk. If anything of value is found, note the location of the item and bring it to the Customer Service Desk where it will be stored. Each area may have additional requirements, refer to your area manual for any additional information.

Door Access

Students who are in positions that may require them to be at work prior to the facility opening will be given limited access to the Wellness Center via the card readers either outside the North and South main entrances or the aquatics entrance. Anyone given access to the building may only use the access to get into the facility for work-related purposes.

Parking

Individuals who purchase an NDSU Parking Permit for any parking lot (with the exception of Fargo Dome Park & Ride permits) may park in the WE (Wellness Center) parking lot for two consecutive hours once daily. Parking permits are not issued for the WE Lot because it is a pay lot. Anyone without a permit may park in the WE Lot before 7:00 a.m. and after 4:30 p.m. Monday-Friday and all day on Saturday and Sunday. If you are planning to drive your vehicle to work at the Wellness Center you have the following parking options:

1. Park in the WE Lot if you have a valid permit for another lot (with the exception of Fargo Dome and Park & Ride permits) for a period of two hours. Employees will not be permitted to leave their shift to move their vehicle.
2. Download the Passport App and pay for parking through the app
3. Park in another valid lot near the Wellness Center (if your permit allows)
4. Purchase or exchange your current parking permit for the FA Lot (near the Wellness Center)

The Wellness Center has been granted permission for Wellness Center student employees to purchase an FA Parking Permit. The FA Parking Lot is near the Wellness Center. The Parking Office only allows 10 employees per semester the opportunity to purchase this type of permit. If you are interested, please email Jobey Lichtblau, Wellness Center Director and let him know you would like to purchase an FA Permit. Jobey.Lichtblau@ndsu.edu Jobey will notify the Parking Office and you will need to make an in-person visit to the Parking Office to pay for and obtain your permit.

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Work Schedule

Student staff schedules will be completed on a semester basis. Supervisors will contact student employees to submit schedules into SubItUp.

Staff Meetings

Each area will likely have periodic staff meetings throughout the school year. Each supervisor has the discretion to have in-person meetings or allow Zoom as an option. If a student chooses to attend via Zoom, they are expected to keep their camera on in a well-lit area and be an active participant in the meeting.

Breaks and Holidays

Staff will be required to work some break and holiday time. Shifts will be determined in advance of the break or holiday. Housing will be provided for students who live on campus

Additional On-Campus Employment

Students are limited to 20 hours per week during the academic year and 40 hours per week during the summer, spring break and winter break. If students have multiple jobs at the Wellness Center or anywhere else on campus, the hours from each job added up cannot go over those limits. Students are responsible for ensuring they stay within their allowed hours. International students must especially stay within those limits, as going over on hours is in violation of their visa and can result in student being forced to return to their home country.

Applying for Wellness Center Positions

If you are interested in a different position at the Wellness Center, please discuss with your current supervisor first. Performance in the student's current position will be considered when determining if the student will be hired into the new position. The final decision on the student moving to a new position will be made by the supervisor who oversees the new position.

Discipline

The Wellness Center is committed to maintaining a high level of expectations for student staff and developing students through the discipline policy. The policy holds students accountable for their responsibilities while building on skills to help them through their college career and prepare them for work after graduation. Certain infractions may result in immediate termination, including theft, legal issues or major infractions of Wellness Center or NDSU policy. Determination of incidents warranting immediate dismissal will be decided by each supervisor and the Wellness Center Director. Students who would like to challenge any disciplinary action can appeal to their supervisor or the director.

Ending Employment

While we hope all of our student employees stay with us until graduation, we recognize that will not be the case in every situation. If a student employee is planning to leave the Wellness Center, we ask that students try to stay until the end of a semester to make the scheduling and training process easier for new employees. If a student does need to leave a position mid-semester, students are expected to speak in person with their supervisor and give a two-week notice.

2023 Fall Semester Break/Holiday Hours

Saturday, August 19-Saturday, January 6 Saturday: 8am—9pm	Aquatics 9am-8pm	Climbing & Outdoor Adventures 9am-3pm	Child Care CLOSED
Sunday: 11am—11pm	12pm-10:30pm	3pm-9pm	CLOSED
Monday-Friday: 5:30am—11pm	6am-9am 11am-1:30pm 4pm-10:30pm	4pm-10:00pm	7:30am-5:30pm
Labor Day Holiday Monday, Sept. 4: 8am—11pm	Aquatics 11am-1:30pm 4pm-10:30pm	Climbing & Outdoor Adventures 4pm-10:00pm	Child Care CLOSED
Veterans Day Holiday Friday, Nov. 10: 8am—11pm	Aquatics 11am-1:30pm 4pm-10:30pm	Climbing & Outdoor Adventures 4pm-10:00pm	Child Care CLOSED
Thanksgiving Day Holiday Wednesday, Nov. 22: 5:30am—4pm	Aquatics 6am-8am 12pm-1:30pm	Climbing & Outdoor Adventures CLOSED	Child Care OFFICE ONLY 7:30am-4pm
Thursday, Nov. 23: CLOSED	CLOSED	CLOSED	CLOSED
Friday, Nov. 24: 5:30am—8pm	12pm-1:30pm 4pm-6pm	4pm-8pm * Outdoor Adventures Only	OFFICE ONLY 7:30am-4pm
Saturday, Nov. 25: 8am—8pm	10am-2pm	9am-12pm * Outdoor Adventures Only	CLOSED
Sunday, Nov. 26: 11am—11pm	12pm-10:30pm	3pm-9pm	CLOSED
Winter Break Hours (Fri. Dec.15—Sat. Jan. 6) Monday-Friday: 5:30am—8pm	Aquatics* 6am-8am 12pm-1:30pm 4pm-7:30pm	Climbing & Outdoor Adventures 4-8pm (T,W,R only) * Climbing 4-8pm * Outdoor Adventures	Child Care OFFICE ONLY 7:30am-4pm
Saturday: 8am—8pm	10am-2pm	9am-12pm * Outdoor Adventures Only	CLOSED
Sunday: 11am—8pm	2pm-6pm	4-8pm * Outdoor Adventures Only	CLOSED
*Aquatics closed for maintenance December 23-January 1			
Christmas Holiday Saturday, Dec. 23: CLOSED	Aquatics CLOSED	Climbing & Outdoor Adventures CLOSED	Child Care CLOSED
Sunday, Dec. 24: CLOSED	CLOSED	CLOSED	CLOSED
Monday, Dec. 25: CLOSED	CLOSED	CLOSED	CLOSED
New Year's Day Holiday Sunday, Dec. 31: CLOSED	Aquatics CLOSED	Climbing & Outdoor Adventures CLOSED	Child Care CLOSED
Monday, Jan. 1: CLOSED	CLOSED	CLOSED	CLOSED

2024 Spring Semester Break/Holiday Hours

Sunday, January 7-Thursday, May 9	Aquatics	Climbing & Outdoor Adventures	Child Care
Saturday: 8am—9pm	9am-8pm	9am-3pm	CLOSED
Sunday: 11am—11pm	12pm-10:30pm	3pm-9pm	CLOSED
Monday-Friday: 5:30am—11pm	6am-9am 11am-1:30pm 4pm-10:30pm	4pm-10:00pm	7:30am-5:30pm
Martin Luther King Jr. Holiday	Aquatics	Climbing & Outdoor Adventures	Child Care
Monday, Jan. 15: 8am—11pm	11am-1:30pm 4pm-10:30pm	4-10:00pm	CLOSED
President’s Day Holiday	Aquatics	Climbing & Outdoor Adventures	Child Care
Monday, Feb. 19: 8am—11pm	11am-1:30pm 4pm-10:30pm	4-10:00pm	CLOSED
2024 Spring Break Hours			
Friday, March 1—Saturday, March 9	Aquatics	Climbing & Outdoor Adventures	Child Care
Monday-Friday: 5:30am—8pm	6am-8am 12pm-1:30pm 4pm-7:30pm	4pm-8pm (T,W, R Only) * Climbing 4pm-8pm * Outdoor Adventures	OFFICE ONLY 7:30 am-4pm
Saturday: 8am—8pm	10am-2pm	9am-12pm * Outdoor Adventures Only	CLOSED
Sunday: 11am—8pm	2pm-6pm	4pm-8pm * Outdoor Adventures Only	CLOSED
Easter/Spring Recess	Aquatics	Climbing & Outdoor Adventures	Child Care
Friday, March 29: 8am—8pm	12pm-1:30pm 4pm-7:30pm	4pm-8pm	CLOSED
Saturday, March 30: CLOSED	CLOSED	CLOSED	CLOSED
Sunday, March 31: CLOSED	CLOSED	CLOSED	CLOSED

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2024 Summer Semester Holiday Hours

Friday, May 10—Friday, Aug. 23

Monday-Friday: 5:30am—8pm

Aquatics

6am-8am

12pm-1:30pm

4pm-7:30pm (M-R)

4pm-6pm (Friday Only)

Climbing & Outdoor Adventures

4pm-8pm (T,W,R Only) *Climbing

4pm-8pm *Outdoor Adventures

Child Care

7:00am-4:30pm

Saturday: 8am—2pm

8am-11am

9am-12pm *Outdoor Adventures

CLOSED

Sunday: 2pm—8pm

4pm-7pm

4pm-8pm *Outdoor Adventures

CLOSED

Memorial Day Weekend

Saturday, May 25: CLOSED

Aquatics

CLOSED

Climbing & Outdoor Adventures

CLOSED

Child Care

CLOSED

Sunday, May 26: CLOSED

CLOSED

CLOSED

CLOSED

Monday, May 27: CLOSED

CLOSED

CLOSED

CLOSED

Independence Day Holiday

Thursday, July 4: CLOSED

Aquatics

CLOSED

Climbing & Outdoor Adventures

CLOSED

Child Care

CLOSED

Wellness Center Directory 2022-2023

Area	Number	Location
Emergency		
Emergency (EMS)	911	
University Police	231-8998	
Administration		
Jobey Lichtblau, Wellness Center Director	231-7672	Administration 170C
Ryan MacMaster, Wellness Center Associate Director	231-5216	Administration 170B
Merideth Sherlin, Wellness Center Assistant Director	231-5213	Administration 170J
Kelsey Moore, Student Employment & Marketing Coordinator	231-6511	Administration 170G
Karri Segal, Wellness Center Business Coordinator	231-5204	Administration 170F
Conference Room 168	231-5222	Administration 168
Conference Room 174 (located outside Administration)	231-5215	Wellness Center 174
Staff Lounge	231-5214	Administration 172
Aquatics		
Adam Brager, Pool Operator	231-5226	Aquatics 1156
Head Lifeguard Office	231-5225	Aquatics 1170
Lifeguard Office	231-5227	Aquatics 1158
First-Aid Room	231-5230	Aquatics 1168
Wet Classroom	231-5228	Aquatics 1174
Campus Recreation, Intramurals and Outdoor Adventures		
Madison Janes, Campus Rec and Intramural Coordinator	231-7384	Administration 170M
Campus Recreation and Intramural GA	231-7399	Administration 170L
Child Care		
Mari Quittschreiber, Child Care Site Coordinator	231-5219	Child Care 192M
Sheyenne Hill, Child Care Lead Teacher	231-5203	Child Care 192M
Pam Machtell, Child Care Lead Teacher	231-5203	Child Care 192M
Custodial		
Kim House, Custodial Supervisor	231-5965	Wellness Center 1122
Customer Service Desk		
Customer Service Desk Main Automated Line	231-5200	Customer Service Desk 188
Customer Service Desk Direct	231-5207	Customer Service Desk 188
Madison McDonald, Marketing & Communication Intern		Administration 170D
Fitness		
Jenna Eckstein, Fitness Coordinator	231-7360	Administration 170H
Alvaro Alvarez, Fitness Graduate Assistant	231-7399	Administration 170K
First Floor Fitness Desk	231-5209	First Floor Fitness
Second Floor Fitness Desk	231-5220	Second Floor Fitness
Personal Training Office	231-5208	Wellness Center 1131
Student Coordinators	231-7390	Wellness Center 1121
Student Health Service	231-7331	Wellness Center 102