

Student Staff Manual

Updated Fall 2026

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General Policies & Procedures

Our Mission

At Recreation and Wellness, we believe wellness encompasses much more than physical health. **Our mission is to nurture the whole person and strengthen our community.** We embrace movement, team sports, outdoor adventures, and the joy of discovery.

We create opportunities to unplug, have fun, explore new activities, and take a break from the worries of life. Driven by our passion for working with students, we are committed to fostering growth and making a positive impact.

What We Value

Student Centered

We place students at the forefront of our priorities, decisions, and actions. Our philosophy emphasizes the needs, well-being, and success of Auburn students as the central focus of all Recreation and Wellness endeavors.

Passion

We embody a deep and enthusiastic commitment to the purpose, mission, and goals of Recreation and Wellness. Passion fuels our creativity, innovation, and a continuous pursuit of excellence. We bring enthusiasm to our work, with the goal of inspiring others to embrace a similar level of commitment and dedication.

Accountability

We emphasize responsibility, integrity, and ownership within Recreation and Wellness. We are answerable to our actions, decisions, and outcomes. We set high standards and expect individuals to uphold their commitments, take ownership of their work, and be transparent in their actions.

Adaptability

We embrace change, navigate uncertainty, and respond effectively to new challenges and opportunities. We believe that Recreation and Wellness can thrive in a dynamic and evolving environment with the right mindset, one that is open-minded, flexible, agile, and continuously seeking innovative solutions to stay relevant and successful.

Fun!

We believe in fun! The idea of fun is unique to everyone within the Auburn Community. It may look different for each of us. At Recreation and Wellness, we utilize our skills, talents, and resources to create fun opportunities for our members and be open to new ideas that fuel the fun.

Our Team

The Recreation and Wellness Team is made up of over 40 full-time professionals and over 450 student staff members. View the professional team [here](#).

Membership/Eligibility

Membership for the Recreation and Wellness Center is required to utilize our facilities and programs. **All currently enrolled students at Auburn University are members of Recreation and Wellness.**

Other eligible members include:

- Faculty and staff of Auburn University
- Qualified affiliates groups of Auburn University
 - Auburn University Retirees
 - VCOM-Auburn Campus
 - Auburn Global
 - Auburn University Hotel and Conference Center
 - ROTC (Air Force, Army, Navy, Marine Corp)
 - Auburn University Medical Clinic
 - School of Aviation

Spouse / Partners

Spouses and partners of active students, faculty, staff, and qualified affiliates are eligible for membership.

Current membership rates can be found [here](#).

Facility Waiver

All members and guests are required to sign the Auburn University Recreation and Wellness Liability Waiver prior to utilizing our facilities and programs. Only one waiver is required and will remain valid for the duration of the member's membership.

If a student member is 17 or younger, a parent or guardian signature will be required.

Members can sign the waiver by logging into [RWC Connect](#).

Guests and parents must visit the Recreation and Wellness Welcome Desk or complete the waiver electronically.

Admin Desk Services

The Administrative Desk serves as a central resource for assisting members and staff by providing troubleshooting support, answering questions, and helping resolve operational and membership-related issues.

Credit Card Batching

Student staff responsible for batching credit card machines turn in the batch at the Admin Desk

at the end of each business day. Responsible areas include Auburn Outdoors and Facility Operations.

Equipment Desk Services

The equipment desk serves as a help desk, as well as a first aid station for members in the Recreation and Wellness Center. The equipment desk also offers members the opportunity to check out a wide range of equipment including basketballs, badminton equipment, and pickleball equipment.

Lost and Found

Recreation and Wellness is not responsible for lost, forgotten, damaged, or stolen articles.

Recreation and Wellness staff members are not permitted to hold equipment, valuables, or bags for patrons.

Found items should be turned into the Welcome Desk (main lobby).

- For health reasons, towels, t-shirts, socks, bathing suits, toiletries, and undergarments will be discarded within 7 days.
- Any other items not claimed within the 7-day period will be delivered to asset management.

Program Areas

Athletic Training

Recreation and Wellness Athletic Trainers are multi-skilled healthcare professionals who provide services and treatments under the direction of a physician, in accordance with their education, training, and rules and regulations.

They work primarily with the Competitive Sports program providing medical coverage to intramural sports, leagues, club team practices, and competitions.

Services

- Clinical Evaluation and Diagnosis
- Rehabilitation programming and treatment
- Exercise correction
- Therapeutic Modalities
- Concussion Management
- Primary care
- Injury and illness prevention
- Emergency care

To contact the Recreation and Wellness Athletic Trainers, please use the contact form at the bottom of the Athletic Training [page](#).

Aquatics

Aquatics at Recreation and Wellness offers Auburn students and members a safe, enjoyable, and distinctive space to engage in aquatic activities.

Facilities

- Leisure Pool
- Tanning Ledge
- Shallow End
- Deep Well
- Hot Tub
- Cold Tubs

For Aquatic hours, [visit the Facility Hours Calendar](#).

Training & Certifications

The Aquatics program provides a variety of American Red Cross certification and training courses designed to serve Auburn University students, Recreation and Wellness members, Recreation and Wellness student employees, and individuals within the greater Auburn community. These courses support the development of lifesaving skills, professional certifications, and aquatic safety education.

Adult First Aid/CPR/AED

Teaches participants on how to recognize and respond to life-threatening emergencies with confidence and skill until EMS arrives.

Lifeguarding

Prepares participants to prevent, recognize, and respond to aquatic emergencies, and to provide care until professional help takes over.

Register for an upcoming course on [RWC Connect](#).

Auburn Outdoors

Auburn Outdoors is an intentional and inclusive community that supports student success through a positive outdoor recreational experience within its four programs:

Rental Center

The Auburn Outdoors Rental Center rents a wide range of outdoor equipment including bikes, tents, sleeping bags, stoves, and watercraft to Auburn students and Recreation and Wellness members.

For students or members who are new to outdoor recreation or would like to build their outdoor skills, the Auburn Outdoors Rental Center offers workshops on a regular basis. Students and members can register for these free opportunities on [RWC](#).

For Rental Center hours, [visit the Facility Hours Calendar](#).

Bike Shop

Auburn Outdoors' Bike Shop helps Auburn students and Recreation and Wellness members repair their own bikes. Students and members can utilize the Bike Shop's complete line of bicycle-specific tools or learn from a trained technician during operating hours.

For Bike Shop hours, [visit the Facility Hours Calendar](#).

Climbing Wall

Auburn Outdoors manages a 50-foot Climbing Wall inside the Recreation and Wellness Center. Open to Auburn students and Recreation and Wellness members, the Climbing Wall provides ample skill building opportunities through workshops and events throughout the year.

For Climbing Wall hours, [visit the Facility Hours Calendar](#).

Adventure Trips

Auburn Outdoors hosts peer-led day, weekend, and extended trips to Auburn students and Recreation and Wellness members. Trips are designed to connect students to the outdoors early and often in their college career, as it has been proven to help them be more successful in the classroom.

Register for an upcoming Trip on [RWC Connect](#).

Competitive Sports

Competitive Sports offers intramural sports, club sports and special events to Auburn students and members of the Recreation and Wellness Center.

Intramural Sports

Intramural Sports offers individual and team sports for male and female participants in multiple leagues (CoRec, Fraternity, Sorority, and Independent). Team sports include, but are not limited to flag football, basketball, volleyball, and soccer. Special events and tournaments include tennis, golf, swimming, and diving.

For registration details or upcoming sport schedules, visit [Intramural Sports](#).

Club Sports

Club sports at Auburn University are student organizations that are competitive but not affiliated with the NCAA. Students compete with other college and university teams across the nation, and most have their own unique governing bodies. Currently, there are 45 club sports teams.

To learn more about club teams, visit [Club Sports](#).

Group Fitness

Group Fitness is committed to providing fun, education-based fitness programming that promotes a sense of community and a healthy lifestyle.

Group Fitness offers 80+ classes per week in Recreation and Wellness' 5 fitness studios in a variety of formats:

- Strength
- Cycle
- Cardio
- Dance
- Mindbody

For current class offerings, [visit the Group Fitness Calendar](#).

Marketing

The Marketing team is responsible for promotion of Recreation and Wellness facilities and programs through:

- Social media
- Digital marketing
- Website
- Photography and videography
- BeWell blog
- Printed materials
- Signature events
- Experiential marketing activations

Follow Recreation and Wellness @auburnrecwellness on Instagram, Facebook, Twitter, TikTok, Pinterest, Snapchat, and LinkedIn.

Get Rec'd

Held on the first day of Fall semester each year, Get Rec'd is Recreation and Wellness' largest event. Connecting students to Recreation and Wellness programs, on-campus partners, and off-campus collaborators, Get Rec'd is an all-hands-on deck event where each program area comes together to invite others to be a part of the program and services of the Recreation and Wellness Center. Get Rec'd is managed by the Marketing Team.

Membership

Membership plays a key role as the first point of contact for members and guests. Membership also supports outreach and engagement efforts to promote Recreation and Wellness across campus

At the Membership Desk, Auburn students and Recreation and Wellness members can:

- Verify membership and eligibility
- Sign the Recreation and Wellness Liability Waiver
- Tour the Recreation and Wellness Center
- Direct phone calls and inquiries into the appropriate program areas and staff
- Purchase locker service
- Purchase Group Fitness passes
- Purchase Guest Passes

Personal Training

Personal Training's goal is to educate participants on how to exercise safely and effectively, to achieve lifelong health and wellness. Certified trainers work with clients to develop an appropriate exercise program and closely supervise progress.

For more information, visit [Personal Training](#).

Informal Recreation

The RWC offers a variety of no-reservation, informal options for all members at no cost including:

- dedicated rack spaces
- A variety of fitness equipment
- basketballs and volleyballs
- EGYM

Informal recreation opportunities are managed by the facilities team.

Operations

The operations team manages facility reservations and assists with the setup of programs and events.

Wellness

Educational programs

Be the Difference

Be the Difference is a bystander intervention campaign that aims to educate, empower, and influence the Auburn Family to take action in harmful and dangerous situations.

Campus Culture (Catharsis)

Catharsis is an online educational resource for incoming Freshman of Auburn University that aims to highlight the role each person has in making Auburn University a more supportive and engaging place to learn, work, and live. It reinforces the university's commitment to safety and wellbeing by identifying resources that provide a safer environment for all.

Learn more about Wellness Education Programs, [here](#).

Substance Use

Recreation and Wellness offers substance abuse education and intervention programs and presentations for students. These programs:

- help with reducing the risks associated with alcohol and/or substance use
- support individuals who struggle with problematic alcohol and/or substance use or for those who desire accountability for their personal alcohol and/or substance use goals
- help with gaining a better understanding of nicotine and/or tobacco use
- supporting those in recovery to participate in a continuing care program
- help identify what signs to look for and what to do in an alcohol or drug-related emergency

Learn more about Substance Abuse Programs, [here](#).

Healthy Relationships

Recreation and Wellness offers health relationship educational programs and presentations for students. These programs:

- Provide students with accurate information about the results of sexual behavior and provide an open, honest, non-judgmental environment for students to learn about sexual wellness.
- Provide resources and information supporting students' sexual health and wellbeing.

Nutrition

Recreation and Wellness offers nutrition services from registered dietitians. Registered dietitians assist clients with grocery shopping, meal planning, food allergies/intolerances, gastrointestinal issues, disease prevention, sports nutrition, eating disorder recovery, and women's health issues

such as amenorrhea, and PCOS. Registered dietitians also provide educational programs and presentations on nutrition.

Learn more about nutrition services, [here](#).

Wellness Coaching

Recreation and Wellness provides wellness coaching, a goal-oriented program designed to help Auburn students navigate their unique wellness journey. Whether looking to improve physical health, manage stress, build better habits, or enhance overall life balance, certified wellness coaches are available to offer support every step of the way.

Through one-on-one sessions, students collaborate with peer coaches to identify goals, explore challenges, and develop actionable steps tailored to their needs. This holistic program focuses on fostering self-awareness, building resilience, and empowering students to create sustainable changes that support overall well-being.

Learn more about wellness coaching, [here](#).

Student Staff Role

Professionalism

As representatives of Recreation and Wellness, student staff are expected to uphold a high standard of professionalism while on shift. The way we communicate and carry ourselves reflects our commitment to creating a welcoming and respectful environment for all.

The following activities or behaviors are not permitted by student staff Members while clocked-in:

- Vaping, Smoking and/or chewing tobacco
- Being under the influence of alcohol or drugs before or during shift
- Using abusive and/or foul language
- Working out or playing games
- Disrespecting other student staff or professional staff
- Giving individuals special treatment (either staff or participants)

Computer and Phone Usage

Recreation and Wellness computers, laptops, tablets, and phones are property of Auburn University. Usage should be limited to Recreation and Wellness' business only.

Personal calls, texts, and social media usage should be avoided unless on an approved break. If you are using a device for work-related tasks, be mindful of your surroundings and prioritize in-person member needs.

Student Staff must utilize Recreation and Wellness computers, phones, and programs (Fusion) to correspond with members via email or phone.

All verbal and written communication—whether with coworkers, professional staff, or guests—should be respectful and inclusive. Avoid inappropriate slang, profanity, or language that could be considered unprofessional in the workplace.

Student Staff Uniform

Each Student Staff Member will be issued a Recreation and Wellness uniform.

Uniform tops, sweatshirts, and name tags are property of Auburn University Recreation and Wellness. All components must be returned to Recreation and Wellness at the end of the employment term.

Uniform components (including nametags) should be worn as outlined by each program area.

Uniform components (including nametags) should **not** be worn outside of scheduled work hours.

AU Time (Kronos): Clocking-In and Clocking-Out

It is the responsibility of student staff members to manage their time effectively. Issues with clocking time, time management, or availability should be communicated to the student staff member's supervisor immediately.

Utilizing AU Time to Record a Timestamp

1. Navigate to autime.auburn.edu from an internet browser
2. Log-in using your AU user id and password
3. Click Record Timestamp

Verify a Timestamp has been Recorded

1. Click the 'My Timecard' Widget
2. Click the widget icon, click, and select 'Pop-Out'
3. Check that the punch has been accepted

Tutorials

- [Record a timestamp \(Video\)](#)

Prior to clocking-in, student staff members must be physically present at their assigned position for the shift.

Clocking-in prior to arrival at the assigned position for that shift will result in the termination of the student staff member from their position.

Positions and Pay Rates

Each program area within Recreation and Wellness has different levels of positions to fulfill the duties of the program area in an efficient and proactive way.

Positions & Rates

Range from \$11.00-\$17.25 per hour based on tenure and duties.

Level	Pay Range
Level 1 / Attendant	\$11.00 - 12.25
Level 2 / Specialist	\$12.25 - 14.00
Level 3 / Supervisor	\$14.50 - 15.75
Level 4 / Lead	\$16.00 - \$17.25

Notes

- Students are eligible for a pay raise after working 2 semesters within that position
- Students are only eligible for one pay raise within a position
- Students must meet program area requirements to receive a pay raise

Pay Raise Eligibility

Student staff are eligible for a pay raise within a position level. Raises may only be granted one time in the position. To qualify for a pay raise, student staff will:

- Work at least 2 semesters in that position
- Meet the program area specific requirements within those 2 semesters

Required Trainings

Destination Recreation

Destination Recreation is the Recreation and Wellness orientation for student staff. Required within 30 days of hire, Destination Recreation aims to equip student staff with the necessary information for their role here at the Recreation and Wellness Center.

The video series includes information on:

- Welcome to the Rec
- Employee Guidelines
- Facility Guidelines
- Emergency Action Plan
- Customer Service
- Virtual Facility Tour

Student staff will:

- Take the training within 30 days of hire and at the start of each Fall semester
- Complete the Quiz online
- Receive the hourly rate of pay for their position for 30 minutes of training time

American Red Cross First Aid/CPR/AED

All Recreation and Wellness student employees are required to complete an American Red Cross Adult First Aid/CPR/AED training hosted through Recreation and Wellness within 30 days of employment.

Student staff will:

- Receive training at no cost
- Receive the hourly rate of pay for their position for their time in seat for the training

How to Register

1. Log in to RWC Connect
2. Click on Aquatics
3. Select CPR
4. Choose American Red Cross CPR – Community
5. Pick the preferred date
6. Click Register
7. Complete the check-out process

Upon completion, student staff will be able to recognize and respond to life-threatening emergencies until EMS arrives. Student staff will receive a 2-year certification from the American Red Cross in Adult First Aid/CPR/AED.

If a student staff member is still employed when their certification expires, they will be required to renew it by attending another course hosted by Recreation and Wellness.

Other Required Trainings

As an employee of Auburn University, student staff members are required to complete several required training courses through the online platform Elevated. These courses include:

- Title IX
- Driver Safety
- Cybersecurity Awareness
- *Credit Card (Credit Card Training is only required for student staff members who process credit card transactions as a part of the regularly assigned job responsibilities)*

How to Access Elevated Trainings:

1. Log in to [AUAcess](#)
2. Click on the Employee tab
3. Navigate to ElevatedED – Employee Education Center
4. Click on My Learning
5. Complete all assigned training listed

Additional training courses may be assigned based on specific job responsibilities.

Digital Platforms

Fusion

Fusion is a facility and equipment management platform utilized by the Recreation and Wellness Center.

Logging-in

Fusion utilizes the same username and password as the student staff member's log-in credentials.

When changing Auburn credentials, the Fusion password will also change.

Privacy/use notice

Fusion contains personal information on students, faculty, and staff that should not be noted or shared for personal reasons.

Facility Use Suspension

A "suspended" note on an account means that the member does not have access to Recreation and Wellness facilities or programs for the length of time listed on the member's account.

Eligibility requirements must be met prior to removal of the hold from the member's account.

Notes

Notes on a member are found on their account under the "Notes" section. Examples of notes may include:

- Communication with Recreation and Wellness Staff
- Late or missing equipment
- Conduct related notes

When to Work

When to Work is the scheduling platform used by Recreation and Wellness to manage student staff shifts and time off requests.

When to Work Access

Supervisors of student staff will send an invitation email to join When to Work.

1. Follow the link in the email to set up an account and create a password. *It is recommended to use the same username and password as your AU Access account.*
2. Log in anytime at www.whentowork.com or through the mobile app.

*The When to Work schedule can be linked to your google calendar for ease of viewing.

If you experience any issues accessing your account or did not receive your setup email, reach out to your supervisor as soon as possible for assistance.