

North Carolina State University

Wolfpack Pick Up - Public Version

Student Government | Department of Student Involvement | Division of Academic and Student Affairs



Wolfpack Pick Up Handbook

2016-2017

Updated July, 2016

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Our Institution

Mission

As a research-extensive land-grant university, North Carolina State University (NC State) is dedicated to excellent teaching, the creation and application of knowledge, and engagement with public and private partners. By uniting our strength in science and technology with a commitment to excellence in a comprehensive range of disciplines, NC State promotes an integrated approach to problem solving that transforms lives and provides leadership for social, economic, and technological development across North Carolina and around the world.

Vision

NC State University will emerge as a preeminent technological research university recognized around the globe for its innovative education and research addressing the grand challenges of society.

Core Values

Consonant with our history, mission, and vision, NC State University affirms these core values:

- **Integrity** --- in the pursuit, creation, application, and dissemination of knowledge.
- **Freedom** --- of thought and expression.
- **Respect** --- for cultural and intellectual diversity.
- **Responsibility** --- for individual actions and service to society.
- **Stewardship** --- in sustaining economic and natural resources.
- **Excellence** --- in all endeavors.

Our Division

Wolfpack Pick Up is within Student Development, Health, and Wellness, a sub-division of the Division of Academic and Student Affairs (DASA). DASA works across NC State to prepare students to succeed academically, professionally, and personally; to embrace a commitment to lifelong learning; and, to become informed, engaged, and productive citizens. This mission is accomplished in a culture of excellence, characterized by the recruitment, development, and retention of outstanding faculty and staff in the division, and through the employment of strategic partnerships, collaboration, and leadership across campus in an environment of respect and integrity.

Specifically, Wolfpack Pick Up is funded by Student Government (within the Department of Student Involvement), and is housed in the DASA Office of the Vice Chancellor and Dean.

Our Service

History

In the summer of 2013, Paige Maxon, 2015 alumnae, established a petition on Change.org to strongly advocate for a disability transportation service at NC State University. Resulting in hundreds of signatures, Chancellor Randy Woodson became in full support. Woodson referred Maxon to Dr. Mike Mullen, Vice Chancellor and Dean of the Division of Academic and Student Affairs (DASA). During the fall semester of 2013, Maxon and Mullen developed the logistics of Wolfpack Pick Up. In the spring semester of 2014, Wolfpack Pick Up piloted and provided over 800 rides.

In the summer of 2014, the NC State University Foundation gifted \$25,000 to Wolfpack Pick Up to purchase two electric golf carts (one being wheelchair accessible). In the fall semester of 2014, North State Bank donated \$10,000 to purchase a third electric golf cart.

During her first-year of college, Maxon experienced troubles walking to class. At the time, Maxon was unsure about the disease, but soon discovered she was diagnosed with Postural Orthostatic Tachycardia Syndrome (POTS). Maxon stated, “I didn’t want other students to struggle like I did, so I am glad [Wolfpack Pick Up] is able to help so many people!” Maxon indicated Wolfpack Pick Up would not have been possible without the help of DASA, Student Government, Chancellor Woodson, and many other supporters.

As of the spring semester of 2016, Wolfpack Pick Up has provided approximately 2,410 rides—about 61% (1,461) of those rides were provided during the 2015-16 academic year with the implementation of the Student Coordinator and Graduate Coordinator positions. WPU received the 2015-16 Service of the Year L.E.A.D. Award.

Overview

Wolfpack Pick Up (WPU) is a golf cart service that help students with temporary or permanent mobility impairments to get around main campus. Impairments include (but not limited to) asthma, chronic conditions, pregnancy, surgery recoveries, and visual impairments. The WPU staff is composed of drivers, a student coordinator, and a graduate coordinator.

Mission and Core Values

Wolfpack Pick Up promises to deliver high quality service to students with temporary or permanent mobility impairments. Consonant with our history and mission, WPU affirms these core values:

- **Excellence** --- in customer service.
- **Respect** --- for accessibility and other identity groups.
- **Sustainability** --- for all human and physical capital.
- **Transparency** --- of processes and communication.

Equipment

Golf Carts. Wolfpack Pick Up maintains two (2) four-seater electric golf carts and one (1) four-seater wheelchair accessible electric golf cart. The carts shall be identified as:

- **WPU One** (Two front-facing seats, two back-facing seats);
- **WPU Two** (All front-facing seats); and,
- **WPU Three** (Wheelchair accessible cart).

If a department would like to rent the Wolfpack Pick Up golf carts, then the department needs to email wolfpackpickup@ncsu.edu and request the *Wolfpack Pick Up Rental Form*.

iPhones. Wolfpack Pick Up maintains two iPhones. The iPhones shall identified as:

- **Administrative Phone** (Public number): (919) 606-5714; and,
- **Driver Phone** (Internal number).

Scheduling

Rides are free to NC State students and will be given on a first come, first serve basis. The Acuity Scheduling software is used for scheduling. Acuity allows students to make ride reservations 24 hours in advance of their pick ups, and to cancel ride reservations by 5:00 p.m. the night before the scheduled pick up.

Terms of Service

The terms of service are as follows:

- Be on time and at your designated pick up location.
- Drivers will not wait more than two minutes for you at the pick up location (drivers will call your cell phone number if you are not there).
- All changes (including cancellations) need to be emailed to wolfpackpickup@ncsu.edu by 5:00 p.m. the day prior to the scheduled pick up appointment.
- If a student has a question about service, then they can also call (919) 606-5714 or email wolfpackpickup@ncsu.edu.
- If a student needs an additional service that requires greater service from the driver, then the student should call (919) 606-5714 or email wolfpackpickup@ncsu.edu.
- This service is not available to friends of a disabled student who travel to class together.
- Two or more no shows will result in a temporary ban from the program.
- Failure to adhere to the changes/cancellations guidelines will result in a temporary ban from the program.

Accessibility

NC State University is committed to providing effective access to its educational programs, services, and activities. Explore the [Disability Services Office](#) (DSO) and the “Accessibility @ NC State University” [website](#) to find information on receiving accommodations and services at

NC State. Students who have, or think they may have, a disability (e.g. mental health, attentional, learning, vision, hearing, physical, or systemic) are invited to contact the Disability Services Office to arrange a confidential discussion at (919) 515-7653 or disability@ncsu.edu.

Our Drivers

Driver Selection

A formal interview process will occur for all prospective drivers and the student coordinator position. Both new and returning drivers as well as the student coordinator will participate in professional development trainings on (but not limited to) safety and inclusivity at their bi-weekly staff meetings.

Driver Expectations

Drivers should adhere to the mission and core values of Wolfpack Pick Up. The following expectations are, but not limited to:

- Soft music can be played in the carts (at a low volume), but should not be a distraction of the driver's surroundings.
- The keys can be found in the West Deck lock box or in the safe in the Student Involvement suite.
- Use the Driver phone on duty to view the schedule. If the student is not at the pickup location when you arrive, then call the student on your personal phone to give a two meeting warning or their ride will be terminated.
- If a ride is missed, communicate it to the student coordinator. The student coordinator will inform the student of the missed ride guidelines indicated the terms of service.
- Work schedules will be made once all schedules are submitted to the student coordinator. The schedule will stay the same throughout the semester unless an unforeseen circumstance arises in which the backup driver for the shift will need to come in for that time.
- When driving the cart, use your best judgement when it comes to safety. Drive safe through crowded pedestrian areas and always make sure the rider is seated before moving the golf cart. Rides can only be requested and conducted on main campus.
- In the event of an accident, the driver should call campus police, immediately. Once campus police is notified, the driver has 24 hours to notify the Student and Graduate coordinators.

Driver Maintenance Protocol

WPU Drivers must report odd noises or functions of the golf carts, locks, or chargers to the Student Coordinator, immediately. Prior to each shift, the Driver has the responsibility of:

- Checking functionality of turn signals
- Checking functionality of horn
- Ensuring the cart is not having any major problems

Driver Roster

Khyber Nasser, **Lead Driver**

Stone Alexander

Jonathan Betze

Connor Brust

Ian Grooms

Holden Langdon

Our Administrative Staff

Student Coordinator

The student coordinator is responsible for conducting the day-to-day operations of Wolfpack Pick Up. Operation responsibilities include (but not limited to) scheduling, organizing/conducting staff meetings, creating/updating administrative documents, and maintenance. In the event a main driver is absent, the student coordinator will serve as a backup driver. It is recommended that the student coordinator has at least one year of experiences as a main driver.

The Student Coordinator is responsible for performing **weekly** maintenance checks on the WPU equipment. Included, but not limited, to:

- General test drive of each cart for odd noises
- Tire Pressure checks
- Turn Signal checks
- Horn checks
- Battery water-level checks
- Testing functionality of all bicycle locks
- Testing functionality of chargers
- Performing a golf-cart wash on each cart

Graduate Coordinator

The graduate coordinator is responsible for advising Wolfpack Pick Up. Advising responsibilities include, but not limited to: assessment, budgeting, interviewing, staff evaluations, and incident reports.

Administrative Staff Roster

Matthew Mirabile

Student Coordinator, Wolfpack Pick Up

(919) 518-7955

wolfpackpickup@ncsu.edu

John Miller, IV
Graduate Coordinator, Wolfpack Pick Up
jjmille5@ncsu.edu

Our Contact Information

Phone Number

The phone number for Wolfpack Pick Up is (919) 606-5714.

Email Address

The email address for Wolfpack Pick Up is wolfpackpickup@ncsu.edu.

Website

The website for Wolfpack Pick Up is <https://wolfpackpickup.dasa.ncsu.edu/>.

Our Previous Rosters

Fall 2015-Spring 2016

Lacey Stevens (**Student Coordinator**), Eric Maxon (**Lead Driver**), Matt Mirabile (**Co-Lead Driver**), Mary (Rhiannon) Crisp, Kelly Kosco, Nick Moxley, Khyber Nasser, Greg Schwartz, Marshall Anthony, Jr. (Graduate Coordinator)

Spring 2014-Spring 2015

Paige Maxon (**Founder**), Meredith Mason (**SG Executive Assistant/WPU Scheduler**), Eric Maxon, Matt Mirabile, Robert Schwartz, Lacey Stevens