

It has come to the students' attention that the last letter has done nothing to improve student relations with managers. Whether this was intentional or a result of mere ignorance of the letter even existing is irrelevant. Change needs to happen and **it needs to happen now**. With the onset of the move and RUSH, this abuse of power is very much enhanced.

The following excerpts and grievances were forwarded to me and detail the constant disrespect, belittling, and abuse of power shown on a daily basis. Some are paraphrased to protect student and manager identity. Some stories will be more recognizable than others and many of you should know who the managers in question are

The Seasoned Veteran:

This particular student has donated much of their time and energy to commit to the demands of their managers in a department recognized for overall incompetence. Despite putting in genuine effort for the love of aiding customers and being a commendable leader for their student co-workers - they are mistreated regularly by verbal abuse.

A common phrase said to this person is "You failed us". This person is regularly blamed for circumstances out of their control, such as other coworkers tardiness, the decrease in sales, and situation occurring *even when the student is not at work*.

To make matters worse, this student was promised a raise in to encourage summertime work and did not receive it until 7 MONTHS LATER. Excuses made were "we're waiting to hear back from student business services", "we are working on it", and "we forgot to submit the request form on time and will have to wait another quarter to resubmit the pay increase". Meanwhile, they were exploited for the job responsibilities the increase pay position entailed and held to higher standards. This student was also held responsible for decreased sales during a time they were away sick with little to no sympathy given towards their well-being.

From the student:

Regarding verbal abuse - "It's gotten to a point where I've constantly thought "this is going to be my last day, but my managers know just as well as I do that I need this job, and they take full advantage of my situation..."

"To be blamed and singled out for something out of my control had taken a major toll on my mental health and now I constantly overthink and blame myself for anything bad

that happens in my life. My mindset wasn't like that [before], but after my time at the bookstore, I can definitely notice the toll and negative impact that my managers condescending verbal abuse has taken on me"

The Lone Survivor:

This student was catapulted to leadership after many coworkers quit simultaneously with the manager's terrible demeanor to blame. This manager depends on this student for the functioning of the entire department and does not offer the respect deserved to them, but rather the opposite.

From the student:

"It's hard working at a place for years only to realize that you are a role, not human. You're an expendable space made for manual labor. It doesn't matter how many moves, conversations with families - my boss knows nothing about me and half the time can't get my name right. And what really sucks is that there's no outlet for workers beside this type of protest. There is no reliable HR department we can turn to because we as student staff are identified as disposable. I don't hate anyone but I sometimes wonder if what they do hurts. That never talking to me about my problems, and never acknowledging the work I or other student workers put in to make the store function on a day to day basis is hard and has made me care less and less. I no longer care or want to work at the bookstore because I feel insignificant and sad every time I enter a place that can't even acknowledge a majority of its staff.

About the Manager:

This manager has let their student employees "go" and make it seem as if the students' intention was to quit because of an incapability to be responsible as a leader and encourage improvement.

"Instead of being direct and upfront with the student, our supervisor basically told them that they were not needed for summer session II. To make matters worse, when speaking to the supervisor about the subject, they will brush it off or make it seem like the worker intended to quit, which was not the case."

This advisor had a lengthy Yelp post, with the negative qualities listed corroborated by all her own student staff:

"Our advisor can be racist and sexist"

“She’s harsh to her own employees and sometimes even staff. There are times when we cannot handle her attitude and yelling to the point where we’ll take breaks or an early lunch for the sole purpose of **getting away from her to destress**. She is very strict and when she wants something done, she wants it right away and RIGHT, but everyone works at their own pace”.

“I hate when they assume we’re doing things wrong, like during rush. She gets mad if she doesn’t see us asking customers questions but doesn’t realise it’s because we already have. It’s awkward and annoying to have to ask them again and just makes for a really stressful scene. It’s also irritating being given a million tasks at once and then they she frustrated when we ask for any clarification on anything.”

This staff member is known for the chaotic energy and tendency to **YELL AT THEIR OWN WORKERS** in front of customers.

“She take out their frustration and stress out on us and it creates a very negative environment where we wish we didn’t have to go to work anymore. One thing that always annoyed me was that she would always yell at me and tell me my mistakes in an unnecessarily rude way in front of customers. I would also see her be rude to other employees who weren’t even under her...she make us feel dumb”

This manager has also been known to “talk smack” about past employees to current ones. One of the student employees said that “I think that’s the most unprofessional thing I’ve seen an adult supervisor do”.

The Show Pony:

This student was incredibly passionate about their department and took pride in our status as an independent bookstore. Effortlessly reworking displays, guiding future doctors, and instilling a pure love of books at the bookstore, they soon came to realise that the bookstore’s attempt at student recognition was nothing more than a sick publicity stunt to get more bodies working on the floor.

“I’ve been thinking about the student of the month bullcrap, like when I went to Sunshine yesterday and my face was still on their screens. I felt like a total show pony when I received no actual recognition for my effort, not even verbally from the person who took my photo and asked if I wanted to be student of the month. So basically, even the most well known attempts at recognition feel like nothing more than a publicity stunt.”

With no reward in sight, the student went on further

“ I know of three people who have already cried this week and that’s not a healthy work environment. Also as someone who usually loves and works heavily on displays I have lost interest in floor maintenance because I feel that any effort I put in will result in displays being torn down soon after due to a lack of space and constant downsizing of our departments “footprint”. Not a single staff member complimented any of my displays. Yet even customers complimented me today about them. So what the fuck is that. It’s almost like staff don’t want to admit that students can be successful in their displays, as if admitting that would put the staffs job at jeopardy. And don’t get me started on the number of staff who regularly tell me they expect to be fired at any moment”

Being well known as empathetic, even another career staff asked for a word

“ I went on break and [a manager] asked to talk to me alone and we went into the break room and they told me [their coworker] was psychotic, that they were gaslighting her into working the midnight party.”

The manager in question has a dark but corrected pass and was described as putting in the most hours of student interactions while working overtime

“The way the customer service manager treats her is really fucked up”

The Option B:

This student prided themselves with putting in the most hours out of anyone in their department and being mistaken for a lead their entire career by other students as a pure result of their command of bookstore protocols. They did admit to holding a grudge whenever asked why they weren’t a higher position.

“There is no process to becoming a lead, it’s a sick game of favorites where the customer service manager, someone who doesn’t even work with us on a daily basis, chooses blindly. I was devastated when I learned that it wasn’t a show of capability, but how well you could kiss their ass. Over time, I pushed it aside and didn’t let it hinder me from being the best employee I could be, but I always felt that twinge whenever the chosen lead would ask me a question on how to do something. My other coworker who had been working far longer deserved it more, but since she wasn’t loud and boisterous, she wasn’t chosen despite her impeccable command of the hardest tasks our department had to offer. I was proud to have been trained by her. When I was actually offered the lead position to my disbelief, it made my blood boil, because it was a month before I was scheduled to leave. The reason given to me was that I “worked harder than other students” but what I heard was “I need to get this off my conscious so I’m going to

reward you at the last possible second so no one can say I didn't do it". My other manager informed me that she regretted not doing it sooner, but all I thought was "too little too late, regret doesn't pay the fucking rent".

THE MOVE:

The biggest instigator for this letter is the collective thoughts on how most students thought about the move. The clear disconnect between the student and career staff will be the eventual downfall of the Bookstore.

Student Thoughts on the Move:

"I think people need to stop treating and talking to us like we are stupid"

"One thing that was definitely frustrating was that we didn't really know what was going on half the time. I didn't work on the actual move to the first floor but I was there for a lot of the prep and it was annoying that we had to wait for them to give us instructions all the time. Most of the time their direction wasn't clear!"

"The lack of communication between floors/departments has always been an issue; the move just made it far more apparent"

"During the move and upcoming rush, all student employees are on their feet. It's unfair to student staff to be practically demonized by career staff for sitting down ever. This is especially evident when given 5.45 hours because we only get one break. During busy times like these, it would be nice to get 2 15's or a lunch to not get burned out by the end of our shift. We're literally full time students, the bookstore isn't our life as much as career staff make it out to be."

One student surmises the most important point most felt:

"It's funny how clear it became to me how lowly everyone else thinks of cashiers/GMs there during my last month or two. We're the face of the goddamn store, ensuring everything is neat and customers feel comfortable and are able to find what they need and yet we're constantly seen as lazy. Like I'm sorry that we don't spend 100% of our time on the floor harassing customers if they need help, but most of the time there's shockingly little to do. Without projects (which are infrequent and are often completed way too quickly), all that's left is pulling and we can only pull so much without

making displays messy and incredibly tight. So yeah we spend a lot of time talking, but customers still get helped and are able to find most of what they're looking for, I guarantee that if we WERE as isolated as the higher-ups seem to want it then employee turnover would be much higher because talking is the only way to stave off boredom. Boredom by itself is a strong deterrent towards a job that only pays minimum wage, and with no other clear incentives aside from an employee discount then most people would be gladly looking for other jobs. It's ridiculous how disconnected the buyers/other departments are from what our jobs are actually like, and a bit of respect and understanding would go a long way towards ensuring that GMs and cashiers are comfortable coming in to work. Having everyone on the same floor this summer also made it apparent that other departments (books, textbooks, computers etc.) face a lot of the same issues, like managers being downright rude to employees at times and acting like they know better, when we as students are the ones who know what other students want and how to sell to them. So many of the clothing designs for example are downright tacky and without our input then the clothes are going to continue to sit there and not sell. I'm grateful this summer at the store was so enlightening, it really gave everyone a stronger sense of camaraderie and I truly do hope things change in the future, for all of y'all's sakes."

Others noticed tension from LP managers:

"Also we had some awkward moments with [the manager] from LP. He would just come to the floor and stare at GMs until he made everyone uncomfortable or he would make comments about how we're lazy and don't help customers. He's not even in charge of the floor but while [another supervisor] was gone he kept coming up to harass GMs, textbooks, and cashiers. He's not even our direct supervisor but he felt like he had control over us just because he's professional staff."

In general, it was the tyranny of floor staff managers that made it so much more stressful.

Outside of the move:

Sadly, it didn't even take a stressful move for career staff to lack respect towards student staff. Students often have qualms with a specific manager, and from more than on rude instance.

"As a lead I had to constantly work in tandem with some of the career staff and she would constantly act like it was a bother each time I emailed her or approached her in her office. She would complain about me asking too much of her when I was just trying

to work with her to get a job done. A lot of times if they would have been better communicating than I could've made one less visit to her office. Just in general I think it's important for the student and career staff to work together and that was not my experience."

This full timer also accused an integral department made mostly of students that "they didn't know hectic" because her call wasn't answered in the middle of a heavy line period. This department is integral in rush and would cause Bookstore downfall without it existing.

Another person about another manager:

"When I was in the GM dept, she would accuse me (and other associates) of avoiding customers just because she didn't see me greet and ask if they needed assistance. due to her constant harassment and rude demeanor, I would have quit like the most of my co-workers at the time if I hadn't been offered to move to CS. her attitude was so bad that the DAs/Leads wanted to also make a letter about our department's grievances regarding her but she had gone on vacation and when she came back, her attitude had mysteriously improved. it was later that we found out that one of our previous coworkers who had quit, reported her to higher ups for her belittling attitude."

The Demand:

With no feasible HR within the bookstore for students, this letter is a **FORMAL PROTEST DRIVEN BY STUDENT DISCONTENT WITH THE CURRENT MANAGERS IN PLACE**

One or more of several options will occur, effective after the next staff meeting if demands are not met:

- a. Student strike across most departments, effective immediately
- b. Students will be in collaboration with local news and the Triton
- c. This letter will be handed to all current college provosts and RA's for distribution
- d. This letter will be mass printed and posted in the vicinity of all Bookstore entrances
- e. All social media platforms with UCSD tags will have new posts dissuading student contribution to the bookstore as workers or customers

It's your choice. Either improve your current modicum of respect **WITH A FULL APOLOGY** or the students will exercise freedom of speech rights and any media outlets to the fullest extent.