



TRIDENT TECHNICAL COLLEGE

**Work-Study Student
Employer Handbook**

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Introduction

This employment manual should simplify your life as a student employer. We have designed it to be web-based, so that information can stay current.

Purpose

The Work-Study Programs at Trident Technical College are intended to:

1. Instill a positive work attitude.
2. Teach students good work habits and how to pursue employment positions.
3. Provide the student with a valuable learning experience in doing worthwhile work.
4. Meet the needs of the college by assisting with daily operations.

Affirmative Action Statement

Trident Technical College is committed to compliance with all applicable laws regarding nondiscrimination. Furthermore, it shall strive to build a diverse community in which opportunity is equal to all persons regardless of race, color, gender, age, religion, national origin, disability, Vietnam-era veteran status or sexual orientation. It shall exert its leadership for the achievement of this goal by all parties, students, or employees of Trident Technical College. Further, Trident Technical College through its employment practices and procedures seeks and employs qualified staff for all its diverse activities and at all of its facilities. It further believes that employment decisions should be based on an individual's abilities and qualifications, and should not be based on irrelevant factors or personal characteristics that have no connection to job performance. Therefore, Trident Technical College provides equal opportunity during employment by administering every phase of its personnel program without regard to race, color, gender, religion, national origin, age, disability, Vietnam-era veteran status, or sexual orientation.

Sexual Harassment Statement

It is the policy of Trident Technical College that all employees should enjoy a working environment free from all forms of discrimination, including sexual harassment. No employee, either male or female, should be subjected to unsolicited and unwelcome sexual overtures or conduct either verbal or physical overtures.

Trident Technical College will treat sexual harassment like any other form of employee misconduct. It will not be tolerated. The College will act to investigate alleged sexual harassment claims and take steps to effectively remedy them when an allegation is determined to be valid.

Employees may bring their complaints to their supervisor or the Office of Human Resources. If the complaint involves someone in the employee's direct line of supervision, then the employee may go to another supervisor with the complaint.

Training

TTC's President's Cabinet has approved a requirement for all Institutional and Federal Work Study Students to receive training within the first month of their employment. Additionally, as part of their hiring package, they must read and sign a confidentiality statement. **Students must sign the Confidentiality Statement prior to their first day of work.** This form is available on the Work-study website. Signed forms should be sent to Human Resources.

Work-Study training is available on-line on the Student Employment web page. Supervisors should ensure their employees complete the training as part of their initial indoctrination period. Call 574-6119 if you have questions or difficulty.

Confidentiality

A student may be assigned access to confidential records. The content of that work is not to be disclosed to any unauthorized individuals. Specific training may be required. In keeping with Family Education Rights and the Privacy Act of 1974, you and the student worker agree to protect the privacy of student records and college documents. As stated above, **Students must sign the Confidentiality Statement prior to their first day of work.**

General Types of Student Employment

The **Federal Work-Study** Program is a Title IV Federal Aid Program. It is governed by federal regulations and college policies. It provides the opportunity to earn money while in college, as well as gain valuable work experience. Federal Work-Study funds are allocated on an annual basis.

Student Eligibility Guidelines for FWS Employment

To be considered for employment, a student must:

1. Enroll and maintain at least half-time status (six credit hours).
2. Be in a financial aid (FA) approved program of study.
3. Maintain Satisfactory Academic Progress (SAP) – Academic and FA SAP

In addition, a Federal Work-Study student must have unmet financial need. This means that the financial aid awarded did not cover all of the student's cost of attendance

The **Institutional Work-Study (IWS)** program is a college sponsored student aid program for students interested in part-time job on campus. It provides the opportunity to earn money while in college as well as gain valuable work experience. Only a limited number of IWS positions are available.

Student Eligibility Guidelines for IWS Employment

To be considered for employment, a student must:

1. Enroll and maintain at least half-time status (six credit hours).

2. Have a cumulative 2.0 GPA

How to Hire a Student

The following steps are to be taken when processing a work-study advertisement and hire.

Step 1: Supervisor registers on Career Connection (if not already done), then place the advertisement for the work-study position. Students must register on the site and create a resume to apply. Resumes from students will be sent electronically to the designated contact person. The supervisor will screen and interview the applicants just as they would for any position.

Step 2: When the candidate is selected, the supervisor will complete the on-line form for requesting a work-study contract (in Outlook). The student must also fill out a work-study application if not already done. **** The student may not begin working until Human Resource has received all required documents. This includes a signed contract.**

Step 3: Career & Employment Services (CES) will verify the eligibility of the student when the on-line request is received. All students will be checked for Federal eligibility even if the request is for an Institutional position. If the student is eligible for Federal funds, the student and the supervisor will be contacted to consider using these funds before using college funding.

Step 4: Provided the student is eligible, CES will create a contract and return to the supervisor for signatures. If this is the first contract for the student, an I-9, W-4, and a confidentiality statement must be completed by the student and supervisor as appropriate (links to forms are on the CES website). The supervisor will return the completed package to Human Resources (not CES). **** The supervisor should verify receipt by HR prior to the student beginning work.**

Note 1: Please plan your work-study needs well in advance. Do not count on hiring a work-study student and putting them to work the same day.

Note 2: Work-study contracts are only created for one semester at a time. **You may not schedule a work-study student to work between semesters unless a contract is in place.**

Note 3: Contact the CES office if you do not get a sufficient response to your advertisement or if you need an immediate fill.

Common Interviewing Problems

1. Interviewers use different standards to evaluate applicants.
2. Interviewers allow applicants to control the interview.
3. Interviewers misinterpret applicant information.
4. Interviewers take insufficient notes.
5. Interviewers fail to seek applicant information on technical skills and performance skills needed to be successful at the job.

Behavior Based Interview Questions

Adaptability

- You have probably had this experience, you have worked hard on something, and then you are told you must change your priorities and do it some other way.
- How have you handled this?
- Which type of supervisors have you found easiest to work with? Which type of supervisors have been the most difficult to work with?

Attention to Detail

- Have you ever found errors in your own work? How did they happen? What did you do about them?
- It is often said that something “slipped through the cracks.” Has that ever happened to you? Were you able to keep it from happening? How did you do this?

Decision-Making & Problem Solving

- What was the toughest work-related decision that you had to make last year? What made it so difficult?
- It is good for each of us to know our limitations. Tell me about a time your skills were not a match for the problem you were solving.

Flexibility/Versatility

- Tell me about a time you had to surmount an obstacle to reach a goal. What was the obstacle, and how did you overcome it to reach the goal?
- Have you ever had an experience in which you failed to sell an idea, or gain cooperation initially, but you succeeded later? What made the difference?

Identification with the Job

- What did you like best/least about your previous job?
- If you were going to evaluate your own performance, what factors would you consider most important?

Initiative

- What have you done to make your job easier or more rewarding?
- Describe a situation where you found that you had a serious problem. What did you do to solve it?

Integrity

- Give me an example of when you found it necessary to make an exception to the rules in order to get something done.

Learning Ability

- How long were you on your previous job before you felt at ease with the company’s products and services?

Stress Tolerance/Coping

- Under what conditions do you do your best work? Which ones do you find most difficult?

Sample Job Interview Questions

1. How would you describe yourself?

2. Why should I hire you?
3. How do you determine/measure success?
4. How do you work under pressure?
5. What campus clubs do you belong to?
6. What salary are you expecting?
7. Why did you choose this career field?
8. What are your career goals?
9. What major strengths and weaknesses do you possess?
10. How would your co-workers evaluate you?
11. Give me an example of a decision that you made that would benefit your employer?
12. Give me an example of a situation where you had conflicting deadlines to meet and how you would resolve the situation?
13. What motivates you?
14. Describe the ideal job?
15. What makes you qualified for this job?
16. Where do you expect to be in the next five to ten years?

Pre-Employment Questions Guide

<u>Subject:</u>	<u>Illegal to Ask</u>	<u>You May Ask</u>
Gender	Are you male or female?	Not allowed
Residence	Do you own or rent? Where do you live?	What is your present address
Race	What is your race?	Not allowed
Age	What is your DOB?	Proof of age?
National Origin	What is your ancestry?	Languages spoken?
Marital/Family	What is your status?	Not allowed
Arrest/Convictions	Have you ever been arrested?	Ever been convicted?
Religion	What is your religion?	Not allowed
Disabilities	Are you disabled?	What are your capabilities?
Citizenship	What country are you from?	Are you a citizen of the USA?
Education	What are the dates you attended?	Schools attended?

Setting Student Work Schedule

The total number of hours a federal work-study student is eligible to work is based on 20 hours per week or limited to their financial need dollar amount. Supervisors are expected to establish weekly work schedules with the student employee each semester. Students will not be authorized to work during their class hours. Students are allowed to exceed 20 hours/week between semester/terms if they have registered for the next semester/term and approved by Student Employment. * Exceeding 20 hours/week in the contract may only be authorized by the supervisor's Vice President at the time the contract is initiated.

Dress Code

The student employees are expected to present a neat and clean appearance at all times. Clothing should be appropriate for the area in which the student is working. Dress code is at the discretion of the supervisor, but as representatives of the college, student employees may create the first impression that a student or visitor has of our institution.

Customer Service

Regardless of our job duties, we all need to provide quality service. The following is important in dealing with student employees, as well as our faculty and staff:

1. Dealing with people is a very special part of our lives.
2. Each of us needs the help and support of others.
3. Treating people as individuals is quality service.
4. Quality work and good service is invaluable.
5. Students value courtesy, honesty, openness and fairness.
6. Tone of voice is very important in communicating.
7. Give positive feedback to students and to co-workers.
8. Listening carefully is one method of providing quality service.

Time Sheet

All student employees must have a monthly work schedule that indicates the dates and hours to be worked. The student's supervisor must approve the schedule.

Time sheets must reflect the dates and hours worked by the student employee from the 11th of the current month through the 10th of the next month. A line must be drawn through dates that the student did not work. The supervisor must verify the accuracy of the time sheet. It is the supervisor's responsibility to send the time sheet to the Human Resources (HR) Offices by the 11th. **Student employees are not allowed to turn in their own time sheets to HR. No white out entries are permitted on monthly time sheets.** Supervisors must complete the evaluation box on each timesheet.

Hourly Rates

Work-Study students earn \$7.25/hr. Payment above this wage may be authorized but must be justified by the department. *The TTC Office of Financial Aid and divisional VP's will make the final decision for FWS. Divisional VP makes the final decision for IWS by signature on the IWS contract.

Position	Rate of pay (per hour)
IT Assistant	\$8.25
Tutor	\$7.50
Off-campus (Federal only)	\$9.00
All others	\$7.25

1. Rates are effective for the 2009-2010 Academic Year.
2. Students are eligible for a \$.25/hr raise after working two semesters in the same position. Supervisors must request the raise on subsequent contract requests if deemed appropriate based on performance.
3. Requests to pay students a rate not listed (other than an authorized raise) must be approved by the respective Vice President. A form is available on the Student Employment website.

* A separate signed authorization to exceed the rate of pay must be completed and sent to CES prior to the contract being generated for FWS. This will be attached to the contract.

All college work-study employees are subject to state income taxes. Students must have valid W-4 and I-9 forms on file with HR. A W-2 will be mailed to the student after the close of the calendar year.

Work Related Problems/Disciplinary Techniques

The College urges student employees and college employers to discuss any work-related problems as soon as possible in an effort to resolve the difficulty. In many cases, it is simply a matter of clarifying the job description so that the student clearly understands the expectations, departmental policies, and work schedule associated with the position. To assist you in resolving serious work-related problems, the following procedures are recommended:

- Make an honest effort to resolve the concern as promptly as possible by immediately informing the student of your dissatisfaction with his/her job performance.
- Clearly define the specifics of the problem for the student.
- If applicable, immediately notify the student that his/her job may be in jeopardy.
- Explicitly restate to the student the job description and expectations associated with the position; include any pertinent departmental policies.

- Offer the student suggestions on how he or she may improve performance and establish a fair and equitable time period for correcting the problems.
- Document all discussions, terms of agreement, outcome, etc.

Should a problem arise which cannot be resolved by the student employee and the employing department and/or does not permit a traditional resolution, the situation may be referred to the Director of Student Employment (574-6119). He is located at the Main Campus. Depending on the nature of the problem, you may refer the student to other personnel for counseling. Counseling and career development services are available on all three campuses and can be reached as follows:

Berkeley 899-8079

Main 574-6131

Palmer 722-5516

Violations of TTC's Student Code of Conduct will be referred to the VP of Student Services.

Termination

Supervisors will be fair but firm when dealing with any violation of college or departmental policies and rules. The student may be terminated from the Work-Study Program for any one of the following reasons: unsatisfactory work performance, excessive absences, failure to meet the academic requirements or financial aid SAP, dropping below 6 registered hours, and/or failure to respect the confidentiality of records. Prior to the termination of a student employee, please document the problem(s), the steps communicated to the student in correcting the problem(s) and reasons for the student's inability to make satisfactory progress in these corrections. *This documentation should be sent to CES.

Responsibility of a Supervisor

It is the supervisor's responsibility to explain the duties and responsibilities of the employee's job so that he/she will know exactly what is expected. Information on the organization and the purpose of the department, and policies regarding student workers is beneficial. A tour of the department to familiarize the employee with facilities and other employees is also helpful.

Provision of Training Students should meet the same standards of conduct and receive the same OSHA training as all other departmental employees. The training is the responsibility of each supervisor.

Establish Policies Establish and communicate internal policies to ensure that student workers understand the rules. These would include information concerning absenteeism, tardiness, breaks and dress codes. Written copies of these policies should be given to each worker.

Evaluate Performance Evaluate student worker performance as required, using realistic expectations. Student accomplishments should be recognized, as well. Give honest assessments.

Motivate Workers Motivate the student to do the best possible job relating to qualify and to inspire both quality and quantity of work.

Orientation Proper Job orientation is a necessity and should be conducted for all new student workers. A work-study student orientation is now required of all Federal Work-Study Students. This may be done on-line on our website. Please contact the Career and Employment Services Office at 574-6119 for more information.

Release Early Release students early enough so that they will not be late for class. Students should be given credit on the time sheets for time spent at the work location only.

Serve as Model Be a good role model for the student worker so he/she can observe and learn good work habits. The values of doing worthwhile work well and the importance of accepting the responsibilities of employment are traits that are learned.

Set Standards Establish attainable standards of work performance for students. Provide adequate orientation, training and guidance to assure that standards are met. Periodic monitoring of the work is strongly suggested.

Time Sheet Fully completed time sheets must be submitted to **Student Employment (building 940/D; CP-M)** no later than the 11th of the each month.

Responsibility of a Student Employee

The opportunity for a student to work is a fundamental part of the College's philosophy and goals. Participation in the Work-Study Program is voluntary, although every student is urged to take advantage of this opportunity to learn about work, and through work add to the total educational experience.

Student participation in the Student Employment Program includes the following responsibilities.

Absences Notify the supervisor in advance whenever it is necessary to be absent from work. It is seldom possible to make up hours lost when working as scheduled.

Adhere to Policies Abide by the policies, rules and guidelines established by the department. If a student wants, or needs, to make changes in his/her work schedule; transfer from or terminate the program, he/she should immediately discuss the matter with the supervisor.

Evaluations The evaluation is an important part of the student's work program. It provides the supervisor, and the student, with feedback so that both can improve the work experience. Students should take an active role to ensure that they understand the evaluation.

Safety Rules Follow all departmental and campus rules concerning safety while on the job. Safety is paramount in every operation on campus. Students should be particularly alert to possible unsafe practices and/or procedures and report them immediately to their supervisors.

Inform Supervisor Keep supervisors notified well ahead of intentions to work, or not to work, during each succeeding semester/term or break. Supervisors must submit their requirements for workers in advance. It is imperative that students inform their supervisors of their employment plans, as early as possible.