

# Work-Study Orientation

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TRIDENT TECHNICAL COLLEGE

STUDENT  
SERVICES

Career and  
Employment  
Services

# Introduction

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*You will be required to complete a short quiz at the end of this module.*

The work-study program at Trident Technical College is designed to provide financial assistance while contributing to the overall development of the student. It is our goal that you will acquire marketable skills and quality work habits benefiting you for years to come as you move to enter the workplace. We hope you take advantage of the opportunity to grow as a professional, and learn as much as you can. Your work-study position should never take precedence over your studies though. In order to help keep the focus on academics, you are restricted to work a maximum of 20 hours per week.

## General Types of Student Employment

Federal Work Study Program (FWS)

Institutional Work Study Program (IWS)

# What is the difference between FWS and IWS?

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

## Student Eligibility Guidelines for FWS

To be considered for employment, a student must:

Currently be enrolled and maintain at least six (6) credit hours

Have submitted a FAFSA and been awarded financial aid

Be in a financial aid (FA) approved program of study

Have sufficient “need” based on the FAFSA

Maintain an overall GPA of 2.0 and higher

Not be on financial aid suspension

# What is the difference (cont)

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IWS Program is a college sponsored student aid program for students interested in working part-time on campus. Only a limited number of IWS positions are available as TTC funds this program from the general budget.

## Student Eligibility Guidelines for IWS

To be considered for employment, a student must:

Currently be enrolled and maintain at least six (6) credit hours

Maintain an overall GPA of 2.0 and higher

# Your Contract

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Every work study student will have to fill out an employment packet.

This will consist of:

- I-9 Form (you will have to provide 2 forms of identification)
- W-4 Form
- Confidentiality Statement
- Your Contract

Your contract will only cover the current semester. To be eligible to work between semesters you must register during the priority registration period and have a new contract in place.

Pay attention to the dates and total contract hours on your contract. You may *not* work past the end date **or** the total hours allotted; which ever comes first. Working past the end date or over the hours may result in not getting paid for that time. Always keep a copy of your time sheet so that you and your supervisor can keep accurate account of your hours worked.

# Do's & Don'ts

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## Do...

- Notify your supervisor if you drop any classes. Let them know before hand – it could effect your work study position.
- Register early – this may allow you to work during the breaks.
- Pay attention to dates and amounts.
- Complete your time sheet accurately and on time.

## Don't...

- Work with out a signed contract.
- Work over your allotted hours or past the end date on your contract which ever comes first.
- Rely on someone else to keep up with your time sheet.
- **Give copier codes or privileged information to students or unauthorized individuals!**

# Time Sheets

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Time sheets are due on the 10<sup>th</sup> of each month, and should include the 11<sup>th</sup> of the previous month through the 10<sup>th</sup> of the current month. The student is responsible for its correctness and completion. Additionally, each time sheet has an evaluation section. Be sure your supervisor has completed this section. Paychecks are distributed at the end of each month and are mailed to the address on file with the college.

Fill time sheets out in pen ensuring that it is legible.

Make sure your full name, student ID, month and department are on your time sheet

Draw a line through any corrections – do not use white out. Total up your hours and calculate your pay

*Students are not allowed to submit their own time sheet to human resources.* (The supervisor must do this.)

**Inaccurate timesheets = inaccurate payroll or delay of your paycheck for that month**

# What Does Your Employer Expect?

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- **Be on time** – You and your supervisor will set your schedule relative to both of your needs. It should be a schedule you can keep. It is your responsibility to call in if you are going to be late or absent. It is also your responsibility to make sure your time sheet is appropriately signed and submitted. Time sheets should include the 11th of the month through 10<sup>th</sup> of the next month.
- **Attitude** – Come to work *ready* to work. Leave other interests out of the workplace.
- **Follow directions** – It sounds simple. You might be surprised at how important it is!
- **Don't Guess** – If you aren't sure what the right answer is, take the time to find out. Bad information can be the cause of some real problems.
- **Be Self-motivated** – Be able to work without having to be watched all the time. There is plenty of work. Ask if you have nothing to do.

# What Does Your Employer Expect? (con't)

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- **Honesty** – Fess up when you mess up. Don't hide mistakes. You should learn from them, and the only way a supervisor can help is if they know what's going on.
- **Dress appropriately** - No one expects you to revamp your entire wardrobe, but you should present yourself appropriately. Ask your supervisor what is appropriate if you are not sure.
- **Confidentiality** – This may be most important. Some of you may handle sensitive information. If you do, or if you encounter it by accident, you must secure that information and protect the privacy of the College, the students, and the employees.
- **Documentation** - Recognize when you should document an action or encounter with a customer. There will be a time when you are glad you did.

*Failure to follow any or all of these could result in the termination of your contract.*

# What do Customers Expect?

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- **Manners.** Your parents made you use them when you were young-use them now!
- **Reliability.** Provide the same service to each customer every time you serve them.
- **Responsiveness.** All customers want action. Address the customer's needs in a timely manner.
- **Quality of Work.** Take pride in a job well done. Your customer's satisfaction and success depends on how well you do your job.
- **Smile.** Do you know how hard it is to sound like you're in bad mood when you are smiling?
- **Listen to your customer.** How? Read on...

# What do Customers Expect? (con't)

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## *Techniques for active listening*

The term *active listening* refers to everything that someone might do in order to be not only listening to a person, but also letting that person *know* that he or she is being listened to.

We all use certain cues to let people know we are listening to them. We might nod our heads, Say “MM HMM,” or drop our jaw in disbelief at something. The following are specific verbal behaviors that carry the process even further, indicating that we are not only listening, but we are also thinking actively about what is being said.

All of these techniques can be learned and practiced, polished in fact, into an art. They range in complexity from simply restating what a person says (actually not so simple) to reflecting feelings, validating a perception, or confronting an inconsistency.

# Techniques for active listening (*con't*)

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**Restating.** Repeating what the person says using slightly different words. You can emphasize one part of a message over another, using specific word choices or vocal tone emphasis.

**Questioning.** Getting more information, clarifying details. This usually ensures your understanding of what you've been told and can direct attention to unconsidered issues.

**Focusing.** Stepping back and clarifying exactly what the conversation is about, labeling the larger context in which it occurs. This helps regain perspective about how it all fits together.

**Reflecting Feelings.** Identifying what you perceive as the feelings of the customer in relation to the conversation.

**Validating.** Legitimizing a person's statements or stance by indicating that it makes sense to you.

# Conflict Resolution

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If you have a conflict with another work-study, a staff member, or your supervisor, please follow the following steps:

- 1) Always discuss your concern with the individual involved first unless you absolutely feel this is impossible or inappropriate.
- 2) If the first step does not resolve the conflict, speak with your immediate supervisor about the situation.
- 3) If your supervisor can not resolve the conflict, they may have you speak with their supervisor or refer you to Career and Employment Services for a neutral party intervention. You may always contact Career and Employment Services to discuss a concern with your work situation.

# Conclusion

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- The work you do is important to the College. Your supervisor counts on you to perform the duties assigned in a professional manner. You are subject to the same rules and regulations set for any employee. This includes being on time and following all guidelines established by your supervisor.
- Customer service is vital to any organization, higher education is no different. Students, faculty, and our external customers rely on the services you provide to manage their education affairs.
- ***Always strive to provide the quality of customer service that you expect as a customer yourself.***

# Report of Completion

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To receive credit for completing this orientation, you will need to take the work-study orientation quiz that can be found on our website. It can be located on the Career and Employment Services “Work-Study” page.

You may get to the quiz by following the link below:

[Click here to go to](#) quiz.

If you have any difficulty, you may ask our staff, or the staff in the Student Success Centers if you are at Palmer or Berkeley.

Career & Employment Services Office: 574-6119