INTRODUCTION

Student employment is a means whereby students may earn financial support to help defray their educational costs. It also provides students with an opportunity to develop personal and work-related skills in a professional environment. This manual has been prepared to help you understand the rights and responsibilities of a student worker.


This document is available in alternative formats to individuals with disabilities by calling 1-800-222-1009 or by calling the Minnesota Relay Service at 1-800-627-3529.
DEFINITIONS:

Client/customer - Person or representative seeking service.

Supervisor - The individual who has the authority to hire student employees. It is understood that the school is the ultimate employer.

Student Employee - Student receiving aid through the Federal, State College Work-Study programs. Also includes students employed under the Student Help program.

CUSTOMER SERVICE

St. Cloud Technical and Community College (SCTCC) is a customer service organization; SCTCC deals directly with the customer on a one-to-one basis. The customer needs to feel he/she is being helped. The customer is not an interruption of your work; he/she is the reason this school employs you. It is very important that you, as a student employee, know the basic guidelines for good customer service.

Customer Service Guidelines

1. Always be neat and clean in appearance.
2. Smile and be courteous at all times.
3. Never argue with a customer. If a problem should arise, call your supervisor.
4. When addressing customers, greet them with "Good Morning" or "Good Afternoon", "May I help you, please".
5. Always thank the customer.

WHEN TO ASK SOMEONE ELSE

We expect student employees to know their job, to know about the department in which they work, and to be familiar with the school, but we don't expect you to know everything. Don't hesitate to ask questions. If you cannot reach a staff person and cannot answer a question yourself, take down the information and a phone number; tell the person that someone will call them shortly.

Student employees working for SCTCC are expected to perform as any other SCTCC employee. The decision to continue employing a student from term to term is the sole prerogative of the employer.
TERMS OF EMPLOYMENT

All work performed by student employees must be supervised. Work is only to be performed during hours the supervisor is at the school; and the student must be working directly with the supervisor. No work is to be performed during any time that the student has scheduled classes. The work must be performed outside of class time.

Students must be enrolled in classes to be eligible to work. If you change your enrollment (drop or withdraw from one or more classes) you are required to notify the financial aid office and your supervisor of this change to your schedule. No one may work if they are not enrolled in classes.

Students are expected to work through finals at the end of the term. If a student must quit during the term, two weeks notice should be given to the employer. If appropriate notice is not given, and a replacement is not available, that will be the cause for an unsatisfactory evaluation. Students with unsatisfactory evaluations may not be rehired.

Be professional. The student employee is the first contact a person may have with SCTCC. First impressions are long lasting, so the manner in which you conduct yourself--your attitude, appearance and behavior--are very important.

Hours-Benefits

A student employee will not be allowed to work in excess of twenty nine (29) hours per week during breaks and twenty (20) hours per week during the terms. Students are allowed to work in accordance with their work-study award for the appropriate term or fiscal year. Student must attend all scheduled classes to be eligible to work. If a student employee is not in class on any given scheduled class day, then the student employee is not to work on that day.

Breaks

A student employee may take a break of 15 minutes for every four consecutive hours of work, and it should be taken after the first two hours of work. The break will be scheduled and controlled by your supervisor to insure office continuity.

Attendance

It is very important that students report to work when scheduled. Excessive lateness will not be tolerated. Two inexcusable absences could be grounds for termination.

If an emergency or illness arises and a student cannot report for work as scheduled, he/she should notify his/her supervisor by telephone or other means well before the starting time.
Students who are suspected of abusing the excused sickness policy may be asked to produce a note from the student's doctor. Excessively frequent illnesses may result in your termination as a student worker in the best interest of the customers.

GENERAL RULES AND POLICIES

1. Each student is responsible for knowing all the information in this Student Employee Handbook.
2. Students are expected to complete work duties assigned by the supervisor.
3. Limit non-work related conversations to a minimum.
4. Do not use the department telephone for personal calls, except for emergencies.
5. When you are caught up with your work, check with your supervisor for additional work assignments. Doing homework while on the job is not allowed.
6. Students are to check with their supervisor before leaving each day.

Evaluations

Students may be evaluated at the end of each term by their supervisor. This evaluation is filed in the student's personnel file. A student must sign a release of information for his/her records to be made available to future employers, or for a letter of recommendation. The evaluation may also have a bearing on future re-employment at the school.

Work performance may be rated as Excellent, Good, Satisfactory, Poor, and Unsatisfactory. Attendance, conduct, initiative, appearance, cooperation, quality of work, and work performance are factors when evaluating each student worker. Comments by the supervisor may be included when deemed appropriate. Along with the written evaluation, one of the following recommendations may be made:

1. Continuation of employment;
2. Probation for 30 days or as determined by the supervisor;
3. Termination of employment.

PAYROLL AND TIME SHEET PROCEDURE

1. Obtain first timesheet from supervisor.
2. Obtain additional timesheets from the Business Office.
3. **Timesheets must be completed in INK only.**
4. Time worked should be carefully recorded and checked by the student before signing and submitting to the supervisor. Remember, handing in an incorrectly completed time sheet may result in a delayed paycheck. Please double check all calculations.
5. Your workday cannot exceed 8 hours. **An 8 hour work day must show a 30 minute unpaid break.**
6. Due to class schedules, student employees may work "split shifts". During split shifts, the start and stop times must be recorded for each day.
7. Record portions of hours worked as shown below.

<table>
<thead>
<tr>
<th>NUMBER OF MINUTES WORKED</th>
<th>RECORDED ON TIME SHEET AS:</th>
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</thead>
<tbody>
<tr>
<td>1-8 minutes:</td>
<td>.00</td>
</tr>
<tr>
<td>9-22 minutes:</td>
<td>.25</td>
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<tr>
<td>23-38 minutes:</td>
<td>.50</td>
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<tr>
<td>39-52 minutes:</td>
<td>.75</td>
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<tr>
<td>53-60 minutes:</td>
<td>1 hour</td>
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</tbody>
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For a list of the payroll calendar that includes due dates for timecards and dates you will be paid, please go online to: http://www.sctc.edu/cgi-bin/financialAid/payroll/calendar.pl

**HEALTH AND SAFETY**

All accidents on the job must be reported to the immediate supervisor or the administrator on duty. The employee must complete an Injury Report Form.

**MAINTAINING ELIGIBILITY FOR COLLEGE WORK-STUDY**

Student workers must meet Satisfactory Progress Standards set forth by the Financial Aid Office. These standards require students to maintain a 2.0 GPA and to complete 67% of all attempted credits per term. Students falling below these standards are initially placed on "financial aid probation" and given one term to improve. Failure to meet Satisfactory Progress Standards for a second consecutive term results in termination of all Title IV financial assistance, including College Work-Study.

**SCHOOL POLICIES FOR SERVICE PERSONNEL**

A. NEW EMPLOYEE PROBATION: Each new employee will be required to work a 3 week probationary period. During this time, your supervisor will discuss your work with you, answer questions, and make suggestions on how you could improve your job performance. It will be your supervisor's decision whether or not you are retained as a student employee.

B. NEW EMPLOYEE PROBATION & DISMISSAL: All student employees are on probation for the first three (3) weeks of employment. After the completion of that first probationary period, a student may be put on probation again for reasons determined by the supervisor. If this is the case, the student is put on probation for another two (2) weeks. Initiation of a probationary period will be accompanied by a counseling conference between the supervisor and the student. A written notice will be sent to the student explaining the reason for the probationary period. Repetition of the offense(s) after the probationary period is a cause for dismissal.
WARNING, PROBATION AND DISMISSAL PROCEDURE

Acceptance of employment through any student position implies that you accept responsibilities that go with having a job. Failure to uphold any of the responsibilities may result in verbal or written warnings, probation or dismissal. The Warning-Probation-Dismissal procedure has three steps. They are:

**Step 1:** **Verbal warning** to student from the supervisor.

- Option A: Situation is resolved. No further action is necessary.
- Option B: Any further offense is cause to proceed to Step 2.

Examples of warning violations that could be followed by probation include (but are not limited to) the following:

1. Minor insubordination;
2. Disrespect for fellow employees or clients/customers;
3. Unauthorized use of work time for something other than work, i.e. phone calls, socializing, excessive breaks, homework;
4. Unsatisfactory work performance;
5. Repeated tardiness for work;
6. One unexcused absence from scheduled work time;
7. Excessive excused absences.

**Step 2:** **Written warning** from employer to student listing specific problems and necessary behavior changes. The student employee is allotted three written warnings per term. The student employee should be given five working days to show significant improvement. If the situation has not been resolved, two options are recommended. They are:

- Option A: Dismiss the student by notifying the student in writing. Immediately notify the Financial Aid Office via email at financialaid@sctc.edu.
- Option B: Proceed to Step 3.

**Step 3:** Students may be placed on **extended probation** as deemed appropriate by the employer. During that time it is recommended that the student and employer agree to specific expectations and changes. The student may be dismissed at any time during a probationary period of employment for continued offenses.
Some violations justify immediate dismissal (Immediately notify the Financial Aid Office via email at financialaid@sctc.edu.)

Those violations include:

1. False reporting of hours worked on time sheets;
2. Theft of any kind;
3. Serious violation of rules or insubordination;
4. Unauthorized use of school or supervisor's property;
5. Communication of confidential information;
6. Committing any violation while on probation.
Please read and sign below and return it to the Financial Aid Office immediately. You cannot begin working until Financial Aid has received this form.

Student Handbook Information Acknowledgement

I have read and understood all of the rules and regulations that were outlined in the Handbook for Student employees. I agree to abide by these rules and regulations. I understand that it might be grounds for termination if I do not follow the guidelines.

I also understand that I have access to student records that contain individually identifiable information, the disclosure of which is prohibited by the Family Educational Rights and Privacy Act (FERPA). I understand that the disclosure of this information to any unauthorized person could subject me to criminal and civil penalties imposed by law, and could be cause for disciplinary action including termination of my employment. I understand that my signature shows that I accept full responsibility for complying with these regulations.

Printed Name: ___________________________ SS#: ___________________________

Signature: ___________________________ Date: ___________________________

Detach this form from the handbook and return it to the Financial Aid Office. The Student Worker Handbook is yours to keep for future reference.