

# ST. CLOUD TECHNICAL & COMMUNITY COLLEGE



A member of Minnesota State

## HANDBOOK FOR STUDENT EMPLOYEES

Revised 10/19/2017

## **EQUAL OPPORTUNITY STATEMENT**

St Cloud Technical and Community College (SCTCC) will provide equal education and employment opportunities to all persons regardless of race, color, creed, sex, age, religion, marital status, sexual orientation, national origin, mental or physical disability, status with regard to public assistance or physical disability, gender identity, or gender expression, or any other group or class against which discrimination is prohibited by state or federal law. See Minnesota State Board Policy: <http://www.mnscu.edu/board/policy/1b01.html>

## **DISABILITY ACCOMODATION**

St Cloud Technical and Community College (SCTCC) is committed to fully complying with the Americans with Disabilities Act (ADA) for qualified persons with documented disabilities. SCTCC will provide reasonable accommodations for employees with disabilities on an individualized and flexible basis.

## **STATEMENT ON NEPOTISM**

Applicants for employment cannot be denied employment opportunities because of their status as a family or household member of another employee. However, employees cannot directly select, hire, supervise, review employment performance, or make decisions of compensation for any member of their immediate family or household. This does not limit an employee from making a recommendation on personnel matters concerning a family or household member. For more details about the nepotism policy, procedure, and exceptions, see Minnesota State Board Policy 4.10 and Procedure 4.10.1. The Minnesota State procedure states that any exceptions granted under this procedure need to be documented and kept in the Human Resources Office.

## **DISCLAIMER**

This edition supersedes all previous versions of the SCTCC Student Employment and Supervisor Handbooks in both printed and online formats. Every effort was made to ensure that the information was accurate at the time of publication. In the event of a conflict, the ultimate authority will lie with Minnesota State Policies and Procedures.

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## **INTRODUCTION**

Student employment is a means whereby students may earn a significant amount of 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.

### **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 or State College Work-Study programs or a student employed with 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 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 the hours the supervisor is on duty; and the student must be working directly with the supervisor. No work is to be performed 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 worker 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 cannot be scheduled to work in excess of twenty (20) hours per week during the semester. 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. If classes are canceled (due to inclement weather for example) and it is documented, it is permissible for the student to work during what would have been class time.

During semester breaks, a student may be permitted to work up to twenty-nine (29) hours per week.

### **Hours of Working Eligibility**

Work-Study is a need based financial aid program. The awards given to our students are based on their financial need therefore there is a limit to the number of hours they are eligible to work. **It is very important that the student does not work more hours than their award allows.** It is up to both the student employee and the supervisor to work together to track the number of

hours of remaining working eligibility that the student has. The summary of a student's authorization, pay rate, and remaining hours can be viewed in the "Position Details" section of the student's e-timesheet.

### **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. **If a student works an 8 hour shift, their timecard MUST show a 30 minute unpaid lunch break.**

### **Attendance**

It is very important that students report to work when scheduled. Excessive lateness will not be tolerated. Two unexcused 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.

If a student misses an excessive amount of work, the supervisor may request documentation to support the absences including, but not limited to, documents regarding any medical reasons for missing work.

### **Inclement Weather**

If classes are canceled due to inclement weather, students may still report to work if the work site is operating.

## **GENERAL RULES AND POLICIES**

1. Each student is responsible for knowing all the information in the Student Employee Handbook.
2. Students are expected to complete work duties assigned by the supervisor.
3. Students are to limit non-work related conversations to a minimum.
4. Students should not use the department telephone for personal calls, except for emergencies.
5. Students should check with their supervisor for additional work when they are caught up on all work assignments. **Doing homework while on the job is not allowed.**
6. Students are to check with their supervisor before leaving each day.
7. Students are responsible to work with their supervisor to monitor hours of working eligibility.
8. If there is no work available for the student worker to perform during their shift, they should be sent home.

## 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 E-TIMESHEET PROCEDURE

1. Students will record hours on their e-timesheet at the end of every shift by signing into their e-services account and choosing "Student Employment".
2. A student workday cannot exceed 8 hours. **An 8 hour work day must show a 30 minute unpaid break.**
3. Due to class schedules, student employees may work "split shifts". During split shifts, the start and stop times must be listed on the e-timesheet.
4. Students are required to submit their e-timesheets to their supervisor for approval no later than the last Tuesday of the pay period. Supervisors are to review and approve e-timesheets by 12:00 pm (noon) on Wednesday following student e-time submission.
5. Record portions of hours worked as shown below.

| <u>NUMBER OF MINUTES WORKED</u> | <u>RECORDED ON E-TIMESHEET AS:</u> |
|---------------------------------|------------------------------------|
| 1-8 minutes:                    | .00                                |
| 9-22 minutes:                   | .25                                |
| 23-38 minutes:                  | .50                                |
| 39-52 minutes:                  | .75                                |
| 53-60 minutes:                  | 1 hour                             |

## **STUDENT PAY**

### **Direct Deposit and Check**

Students will be paid every other Friday. If a student has set up direct deposit for financial aid, the same deposit information will be used for student payroll. Students can establish a direct deposit account by signing into their e-services account, clicking on Financial Aid, then Direct Deposit Setup.

If the student chooses not to set up direct deposit, their check will be mailed to their permanent address on file no earlier than the scheduled pay date.

### **Paystubs and W2 documents**

Students can access their paystubs anytime by signing into their e-services account, clicking on Student Employment, then Earnings. W2 documents are also available through e-services. Click on Student Employment, then W2 Tax Form.

## **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 warning 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 worker.

B. **NEW EMPLOYEE PROBATION & DISMISSAL:** All student workers 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**

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

**Step 1: Verbal warning** to the 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. Notification will be sent to the Financial Aid Office

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 for continued offenses.

Some violations justify immediate dismissal. Those violations include:

1. False reporting of hours worked on e-timesheets;
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.

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**Please read and sign below and return it to the Financial Aid Office as soon as possible. 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 if I do not follow these guidelines that this may be ground for termination.

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: \_\_\_\_\_ Tech ID#: \_\_\_\_\_

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.***

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