



College of
the Mainland

**College Work-Study
Procedures Handbook
for
Work-Study Employees**

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WORK STUDY PROGRAM

Vision

College of the Mainland will be a valued and vital community partner striving to enrich our expanding community and prepare our students to live and work in a diverse and global environment.

Mission

College of the Mainland, a comprehensive community college, is an accessible, affordable learner-centered institution dedicated to student success serving the mainland area of Galveston County and beyond.

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Process for Participation in the Work-Study Program

1. Any student wanting to participate in the work-study program at College of the Mainland must complete all forms required in the work-study packet.
2. Students will be asked for proper identification, Texas Drivers' License or State Identification, Social Security Card and all other documents listed on the I-9 (only originals will be accepted). Copies will be made of these documents.
3. Students will be assessed for eligibility once all necessary forms have been completed, signed and dated.
4. The Permit to Work will be reviewed and signed by the Financial Aid Specialist/Work Study Coordinator.
5. Students that are approved to work will receive a Referral Form allowing them to fill vacancies from the list of participating departments.
6. Once the student is approved by the site supervisor they will need to submit the signed referral form back to the Financial Aid Specialist/ Work Study Coordinator.
7. Students not approved to participate in the Work-Study Program will be notified of reasons concerning the decision. If the student is dissatisfied with the response, he or she will then need to follow up with the Director

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of Student Financial Services.

8. Each department that accepts a student to work within the department must provide a job description within three days of the student's arrival.
9. Supervisors must discuss work hours and days that the student will be scheduled to work before accepting the student in the department. It is the responsibility of the site supervisor(s) to provide a written agreement that must be signed by both the site supervisor and the student as to what hours the student will be expected to work. All signed documents are to be placed in a folder kept by the assigned record holder within each department. A FERPA agreement and acknowledgment sheet stating that the work-study employee has read this manual shall also be kept in this folder. A copy of the work-study employee's timesheet must be forwarded to the Financial Aid Office.
10. If a student is declined by a department, it is the responsibility of the Financial Aid Specialist/Work Study Coordinator to work diligently with the student to place him or her in another department.
11. This handbook outlines all policies and procedures that students must follow while participating in the Work-Study Program at College of the Mainland. By signing the acknowledgement form in this handbook, the student is stating that he/she understands and agrees to follow these policies and procedures.
12. If there are any discrepancies between site supervisors and the student, written notification must be submitted to the Financial Aid Specialist/Work Study Coordinator.
13. If the resolution is unsatisfactory to either party, a written report will be submitted to the Director of Student Financial Services.

Introduction

The purpose of this manual is to define the rules and regulations of the student employment program at College of the Mainland. College of the Mainland is committed to offering students excellent training, including the opportunity to obtain hands-on experience in the workplace. Therefore, it is important for student workers, *referred to as work-study employees*, be willing to make every effort to apply the instructions and training given by their supervisors. College of the Mainland offers the students three work study programs:

- College Employment Program
- Federal Work Study Program
- Texas Work Study Program

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The primary purpose and intent of the student employment program is to provide financial assistance to students. Both work-study employees and the College derive many benefits from this employment opportunity. The work-study employee gains work experience that helps to develop responsible work behavior. They develop personal and social skills through interactions with co-workers and peers, as well as become involved with the College community.

Eligible Students

A work-study employee is an hourly employee who is currently enrolled in a credit course at College of the Mainland and participates in any work-study program offered by College of the Mainland. The employment is temporary and is supplemental to the pursuit of an academic endeavor. To apply for a student employment position, all students must complete a FAFSA.

Work-study programs provide equal employment opportunities for students without regard to race, religion, color, national origin, sex or age.

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Work-study employees must maintain a minimum cumulative GPA of 2.0 and be enrolled at least six credit hours each semester he/she works. To be allowed to work the maximum of 15 hours per week, the students must be enrolled in six hours or more. If enrolled in 6-11 hours, the maximum number of hours per week allowed to work will be equal to the number of hours enrolled. Work-study employees may be allowed to work during the summer session if enrolled in a minimum of six credit hours.

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The Federal Work Study Program is a federally funded program that gives students the opportunity to work on or off campus. To work under the Federal Work-Study Program, the students must meet the following additional requirements:

- Receive a work-study award from the Student Financial Services Office. There is no guarantee that a work-study employee will earn the total of his/her Federal Work Study Award.
- Be enrolled in at least six hours each semester the work-study employee works. For summer employment, work-study employees must be enrolled in a minimum of six credit hours.
- Maintain satisfactory academic progress.
- Students participating in the program that have relatives working in a specific department are not allowed to work in that department.

Summer Employment

Work-study employees must be enrolled for a minimum of six credit hours for the summer. This may be in any combination, for example, 3 hours in Summer I and 3 hours in Summer II or 6 hours in any one summer session.

Timesheets

When a work-study employee begins working in the work study program, he/she must keep track of daily hours and complete a work-study employment timesheet provided by the supervisor. It is also the responsibility of the supervisor and the work-study employee to be sure the timesheet is properly completed and signed. Completed timesheets are due in the Student Financial Services Office by the 10th of each month. **Under no circumstances may a work-study employee submit the timesheet.**

Work-study employment timesheets received in the Student Financial Services Office are reviewed and edit-checked for completeness and accuracy. If a discrepancy is discovered, the Student Financial Services office will adjust the timesheet and will notify the supervisor of the adjustment made. If the timesheet is received late, the work-study employee may not be paid until the following pay period. Any work-study employee that habitually fails to report his/her working hours on time may be suspended from work.

(Note: Falsification of information on any timesheet is a federal offense subject to criminal prosecution.)

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Paychecks

After the work-study employee's timesheets are reviewed and approved for payment, the Business Office will run the payroll and issues paychecks at the Cashier's Office on the scheduled payroll date of the 25th of each month or the next business day if the payroll falls on a holiday or weekend.

If a paycheck is lost or stolen after being released to the student employee, a replacement check may be issued 10 business days after payday. Contact the Cashier's Office for any discrepancies and/or concerns with paychecks.

Student Employee Award (Transfers)

A student's unearned award balance **DOES NOT** carry over to the next semester. The student forfeits any amount left unearned. Students who have questions or concerns about their student employment award amount may contact the Student Financial Services Office.

Placement

All new work-study employee applicants must complete the application packet to indicate their interests, skills and job preferences. Using this information, the Student Financial Services Office attempts to place student in a position that will most accurately meet his/her abilities. All new work-study employee applicants must complete Work-Study Orientation before being assigned to a site.

Referral Process

Once a position is decided on, you will be given a referral form with the contact information. Report to the department contact person with your referral form. It is important to act quickly because employers hire on a first-come, first-serve basis. Jobs fill quickly and the longer you wait, the more you jeopardize working in a desired position. Expect to be interviewed as if this were any other job. The referral form must be completed by the hiring department and returned to the Student Financial Services Office before you can start to work.

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Training

The training process can vary from a very informal get together with the supervisor on the first working day to an elaborate program consisting of training workshops or classes. Work-study employees must look at every working day as an opportunity to learn and to develop characteristics of good judgment, dependability, initiative and responsibility. On the first day of work:

- the supervisor and the work-study employee should review the work-study employee's responsibilities and hours.
 - the work-study employee should be introduced to the office staff.
 - the work-study employee should listen carefully and ask as many questions as necessary to understand his/her responsibilities and the department's policies and procedures.
 - the work-study employee should ask about breaks and meal times.
 - the work-study employee should ask how and to whom absences are reported.
 - a copy of the work-study employee's contact information along with his/her class schedule should be submitted to his/her site supervisor.
- (Note: This information should be kept in the student file.)

Breaks and Meal Times

- Any work-study employee who works a four to six hour shift should get a 15 minute paid break per shift.
- Any work-study employee who works a six to seven hour shift is entitled to one 15 minute paid break and a 30 minute unpaid meal break.
- Any work-study employee working a seven to eight hour shift is entitled to two 15 minute paid breaks and a 30 minute unpaid meal break.

Work-study employee Earnings and Deductions

It is possible that work-study employees will have deductions taken from their earnings. Regulations governing FICA go into effect whenever a work-study employee exceeds 19 hours per week. In addition, the work-study



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employee may have Federal withholding taxes deducted depending on the information listed on his/her W-4 Form.

Earnings from the work-study employment program are taxable income.

Attendance

Work-study employees are expected to report to work on time. Whenever a work-study employee is going to be late he/she must contact his/her supervisor 15 minutes in advance.

In non-emergency situations, work-study employees must give notice when they cannot work as scheduled and explain the reasons for their absence or tardiness. The explanation must be submitted in a written format.

Make up time for excused absences are totally at the discretion of the supervisors. Work-study employees do not have a right to make up absences.

Confidentiality

Work-study employees should acknowledge that any information obtained in the process of fulfilling their responsibilities (such as student names, ID numbers, telephone numbers or other information) must be kept confidential. Confidential material should not be placed in plain view of office visitors nor shared with other individuals. The work-study employee will have a signed FERPA Agreement in their file stating that they understand this.

Appearance

Work-study employees must use normal hygiene and maintain a well-groomed appearance. Brief shorts, tank tops, torn jeans or bare feet are not acceptable. They should ask their supervisors if the department has a specific dress code. Work-study employees are representatives of both the College and the department in which they work. Therefore, they are expected to be neat and well groomed while on duty.

Attitude and Job Performance

Work-study employees must try to establish a good working relationship with their supervisors and other department members. Any task the work-study

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employee is asked to perform should be done correctly and completely to the best of their ability. Work-study employees must always follow department policy and procedure. If instructions are not understood completely, they should ask for clarification in order to complete the task accurately.

Telephone Courtesy

It is important that work-study employees speak professionally at all times, and personal use of office telephones should be limited to emergencies only. When taking messages, it is necessary that a complete message be taken (including name, date, time, what the call is regarding and a return phone number). If the caller does not wish to be specific or will not say what the call is regarding, that information should be noted on the message.

Transfer/Reassignment

Work-study employees wishing to transfer from one department to another must notify the Student Financial Services Office and their current supervisor. The supervisor will send a termination form to the Student Financial Services Office. Work-study employees may not begin working in a new department unless approved by the Student Financial Services Office. If approved, a revised referral form will be processed for the employee.

Public Relations

Work-study employees are representing College of the Mainland at their work place and should always listen carefully and give clear and polite responses to visitors or other students.

Personal Phone Calls and Visitors

Personal phone calls and visits to the workplace are not acceptable unless it is an emergency.

Equipment and Supplies

Equipment and supplies are to be used only for official college business. Use equipment only after receiving instructions and always keep safety in mind. Do not misuse supplies. Any misuse of equipment or supplies will result in disciplinary action or possible termination.

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Work-study Employee Responsibilities

It is the work-study employee's responsibility to:

1. Complete all required forms (Application, Form I-9, Form W-4 and Referral form) in order to be awarded student employment and begin working. A student may begin working once the departmental supervisor signs the referral form and returns it to the Student Financial Services Office.
2. Arrange a work schedule with the supervisor at the beginning of each semester and maintain the work schedule as agreed.
3. Notify the supervisor as far in advance as possible if unable to work scheduled hours.
4. Be familiar with the student employment payroll schedule including pay periods, timesheet due dates and pay dates.
5. Report quarter-hours worked on all timesheets.
6. Make sure timesheets are submitted on time to the supervisor each pay period.
7. Give the supervisor two weeks notice (if possible) of resignation or request to transfer.
8. Notify the Student Financial Services Office of intent to terminate or transfer.
9. Report earnings to the Internal Revenue Service as taxable income if required to file a federal income tax return each year.
10. Resolve any problem or grievance with the immediate supervisor. In the event that a problem or grievance cannot be resolved with the immediate supervisor, the work-study employee should contact the Student Financial Services Office.

Work-study Employee Evaluations

After the student has completed a semester or when leaving that position, an evaluation form will be sent to the immediate supervisor. The supervisor should discuss the evaluation with the work-study employee and send the completed form to the Student Financial Services Office. This is an excellent opportunity for the work-study employees to ask questions about their performances and to receive feedback from their supervisors.

It is important that everyone receive feedback on his/her performance. Not only is the student employment job an opportunity to explore interests and careers but also to develop skills. This is an opportunity for the work-study employee to grow as an individual and as a worker.

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Community Service Work Study

Five percent of the Federal Work Study Program monies are allocated to community service positions. Community service involves services that are identified by an institution of higher education as designed to improve the quality of life for community residents, particularly low-income individuals or to solve particular problems related to their needs.

Community service work-study offers an alternative to traditional on-campus employment by creating jobs in the community where students have the opportunity to earn wages while helping a nonprofit organization. These jobs allow students to come into direct contact with the people they are serving.

For more information on community service or a referral to a community service site, contact the Student Financial Services Office.

Satisfactory Academic Progress

All work-study employees must maintain satisfactory academic progress in their courses of study to remain eligible for employment. A copy of the Satisfactory Academic Progress Policy is available in the Student Financial Services Office.

Cooperative Education

The Cooperative (Co-Op) Education Program offers students an opportunity to combine classroom theory and on-the-job experience working at paid work assignments on campus. Students must register for the Co-Op Program just like they do for other classes and they must complete the FAFSA form and a Student Employment Application like all other work-study employees. They will have a Co-Op supervisor and will turn in timesheets like other work-study employees on campus. Co-Op work assignments are not made through the Co-Op class. Co-Op students work a maximum of 20 hours per week.

Harassment and Discrimination Policies

See Student Handbook

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Termination

The work-study employee's supervisor is responsible for the student's training and on-the-job supervision. At some point, the supervisor may find it necessary to terminate a student's employment, and work-study employees sometimes find it necessary to quit their job. In order to communicate this to all parties involved, use the College Work-Study Data Change Form. The supervisor and the work-study employee should sign it. Work-study employees are asked to remain for one full semester once they accept a job, but are told to give two-weeks notice (if possible) when they must resign or transfer. If a work-study employee fails to come to work and it is assumed that they have quit, the Student Financial Services Office will be notified. Termination of a work-study employee's employment should follow normal personnel guidelines, including a warning discussion of the specific issues involved and an opportunity to improve performance. There should be reasonable cause and good judgment in the decision to terminate the employee. On the rare occasion that the supervisor's best judgment dictates that some form of disciplinary action needs to be implemented, refer to the college policy for work-study employee behavior and disciplinary procedures.

The Student Financial Services Office wants college work-study awards to go to students who will benefit not only financially but also through a meaningful and educational job experience. We want departments who will utilize the work-study employees in meaningful jobs to hire the work-study employees. College Work-Study does not mean paid study time. In some cases, it may be appropriate for studying to be allowed on the job but a work-study employee should study on her or his own time. Allowing work-study employees to be paid for doing no work violates the Federal regulations.

Work-study Employee Guidelines

1. When you answer or place a telephone call. **YOU ARE THE COMPANY** to the person on the other end of the line. You must rely entirely on your voice and telephone personality to demonstrate that your company is friendly and a pleasant place to do business. Therefore, it is vital that you develop and understand the importance of effective telephone communication. Your voice should sound warm and interesting. This is highly important to your company, and equally important to your personal business success.
2. Be a good listener. The person on the line will appreciate the opportunity to state his business completely.

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3. If you must leave the line before the conversation has been concluded, give the caller a choice of waiting or being called back.
4. When answering calls for others, avoid being abrupt.
5. Always keep a pad and pencil handy to record information during a conversation.
6. Your supervisor may tell you what is appropriate dress in the assigned department.
7. It is important that you report to work with clean hair and a clean body. You should cultivate pleasing but audible speech patterns.
8. You must be prepared to work with a diverse population. Personal issues should be left outside the workplace.
9. Your words and actions should express a concern for others above yourself.
10. Be creative and take the initiative to share new ideas on completing assigned projects.
11. It is important that you report to work on time. Personal business should not be conducted during your scheduled work hours.
12. Do not share the concerns of the department with anyone other than the staff in your department.

Telephone Etiquette Guide

Answering Calls for Your Department

1. Answer promptly (before the third ring if possible).
2. Before picking up the receiver, discontinue any other conversation or activity such as chewing gum, typing, etc., that can be heard by the calling party.
3. Speak clearly and distinctly in a pleasant tone of voice.
4. Use a hold button when leaving the line so that the caller does not accidentally hear conversations being held nearby.
5. When transferring a call, be sure to explain to the caller that you are transferring them.
6. Remember that you may be the first and only contact a person may have with your department and that first impression will stay with the caller long after the call is completed.
7. If the caller has reached the wrong department be courteous and attempt to transfer the call to the right office.

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