

SANTA FE COMMUNITY COLLEGE

student employee **HANDBOOK**



 SFCC

WELCOME

As a student employee at Santa Fe Community College, you're responsible for more than a job – you're also responsible for the college's public image. That's because student employees are often the first person a visitor to SFCC meets. The impression you make says a lot about you and your college.

You have the power and responsibility to create an interesting, positive, service-oriented and energetic workplace for yourself, your co-workers, students and visitors you'll be helping!

Choose Your Attitude

It's about accepting full responsibility for all of our choices, even our attitude at work. A positive attitude is a decision you make, moment to moment.

Be There

It's about being totally focused on the moment and on the person or task with which you are engaged.

Make Their Day

It's about doing something special for students, visitors and co-workers. A small amount of special attention can turn a routine encounter into a lasting, positive memory.

Play

It's about enjoying yourself by being lighthearted and creative, even at work, and maintaining professionalism with an honest smile.

This manual is designed to help you do your best on the job at SFCC. Please take the time to look it over. If you have questions or need more information, call the Student Employment Office at (505) 428-1285.



INTRODUCTION

Student employment is a form of financial assistance governed by federal and state regulations. SFCC applies these regulations to all student employees, whether you are an SFCC-funded student worker or a government-funded work-study student. And regardless of your status, all students who work on campus are called student employees.

PHILOSOPHY AND PURPOSE

Students are hired by SFCC to meet legitimate work demands, not simply to receive financial assistance. Additionally, students may not earn credit hours as student employees. You are expected to be a working member of the department, receiving an hour's pay for an hour's work.

Whenever possible, students should work in their area of study, supplementing their academic knowledge with practical work. Employment gives you an opportunity to develop the personal qualities and work skills you will need to succeed in your chosen careers. As student employment is for the purpose of training and enhancing educational goals, SFCC maintains the philosophy that a student's employment should be a learning experience and is secondary to the student's academic endeavors.

ADMINISTRATION OF STUDENT EMPLOYMENT

The Student Employment, Financial Aid, Human Resources and Payroll Offices work together to administer SFCC's student employment program. The Financial Aid Office awards government-funded work-study monies. The Student Employment Office keeps department job descriptions and posts job openings, provides student referrals, processes hiring paperwork (PANs) and evaluations, and assists students and supervisors. The Human Resources Office maintains all student employees' official employment documentation. The Payroll Office collects time sheets and publishes a pay schedule for all SFCC employees.

THE BASICS

So, you want a job. Whether you've received a work-study award as part of your financial aid packet, or you are hoping to earn a little cash while you go to school, the Student Employment Office will get you started. Once you've met with the Student Employment Director and registered for the program (completed an intake form), you will receive referral cards for various, available positions on campus.

It is your opportunity and responsibility to contact hiring supervisors and arrange for interviews. Bring your resume and a copy of your class schedule to your initial meeting along with your referral card.

If you are chosen for the position, congratulations! The hiring supervisor must sign and return your referral card to the Student Employment Office, and you must notify the Student Employment Director. Then, through the Human Resources Office, you'll fill out your I-9 and W4. The forms need to be completed before you start your new job.

If you're not chosen for the position, the interviewing supervisor must still sign and return your card to the Student Employment Office, and you must notify the Student Employment Director. You'll then be eligible for additional referrals if there are other positions available. However, you must initiate that process by setting up a follow-up meeting with the Student Employment Director. If, after three referrals, you are not able to secure on-campus employment, meet with the Student Employment Director or a career counselor to review your interview skills, resume presentation and availability. Then, the following semester, you could be eligible for additional referrals.

STUDENT ELIGIBILITY FOR ON-CAMPUS EMPLOYMENT

To be eligible for employment, you must meet the following criteria:

- Apply for Financial Aid. (Complete a FAFSA.)
- Be registered for at least 6 credit hours. (Student employees who drop or withdraw below 6 credit hours are immediately ineligible for employment.) There are exceptions during the summer.
- Be pursuing a degree or certificate offered by SFCC. (Student employees must have a degree officially declared.)
- Be in good academic and Financial Aid standing.
- Possess a valid Social Security number.
- Be at least 16 years of age.
- Graduated high school or earned a GED.

If you are an international student your eligibility requirements may be different. Please check with an international student advisor and/or the Student Employment Director.

WORK SCHEDULE

Supervisors and student employees should ensure that academic pursuits remain a top priority. No student employee should work during scheduled class time.

Student employees and their supervisors should establish a regular weekly schedule (including breaks) at the onset of employment. Departments rely on student employees to keep offices open and functioning efficiently; therefore, a student employee's reliability and professionalism are crucial. Students are expected to report to work at scheduled times, even during academically (or personally) demanding periods. Any exceptions or alterations to a work schedule must be pre-approved by the supervisor.

Student employees may work a maximum of 20 hours a week.

PAY RATES AND RAISES

The pay rate for student employees is \$8.00 an hour (Fiscal Year 2008-2009). Supervisors may not recommend pay increases. No raises will be considered during the academic year.

Each year, the President reviews any recommendations and then the college's Governing Board may make changes to the college's compensation package and related salary and wage schedules.

TIME SHEETS

Individual supervisors are responsible for recording, documenting and submitting student employee work hours. Whatever system is set up in individual offices, student employees must submit signed time sheets to supervisors in a timely manner. A deadline should be established in each office and strictly adhered to, noting exceptions for holidays and unusual pay periods. Student employees should not turn in their hours directly to the Payroll Office.

STUDENT EMPLOYMENT DURING PERIODS OF NON-ENROLLMENT

Student employees may work a maximum of 20 hours a week.



SINGLE EMPLOYER POLICY

Students should be employed in only one department and paid out of that department's account. Departments are allowed to share a student employee only under special circumstances with approval from the Student Employment Director.

TRANSFERS

Students can transfer from one department to another, but only at the beginning of a semester. Transfers during the semester are allowed only under special circumstances with approval from the Student Employment Director.

TERMINATION

The Student Employment Director will terminate a student's employment if any of the following conditions arise:

- The student's earnings exceed allocation; however, every effort will be made to secure institutional funds to allow employment to continue.
- The student is on financial aid suspension.
- The student receives other sources of aid that reduce or cancel the financial aid allocation; however, every effort will be made to secure institutional funds to allow employment to continue.
- The student drops below 6 credit hours of enrollment at SFCC.

A supervisor may terminate a student employee for the following reasons:

- The student voluntarily resigns. **It is professional and appropriate to write a letter of resignation and give at least two weeks notice.**
- The student is absent for three consecutive work-days without notice or permission.
- The student walks off the job and fails to return to work.
- The student's work is not satisfactory and has been documented as substandard in a written evaluation.
- The student commits a major offense (i.e. theft, forgery, gross misconduct, gross insubordination).

If a student is being terminated from future employment, a PAN and evaluation form must be completed and submitted to the Student Employment Office. A student employee who is terminated may be eligible for alternative placement, depending on the cause of termination. The student must meet with the Student Employment Director before working in another department.

APPEALS, GRIEVANCES, DUE PROCESS

Santa Fe Community College endeavors to maintain pleasant working conditions that lead to cooperative, effective working relationships with all employees. The college also recognizes that misunderstandings and disagreements may arise regarding terms and conditions of employment. Normally such disagreements are resolved through informal discussions between the employee (student) and the supervisor; however, for issues not resolved in an informal manner to the student employee's satisfaction, the following Appeal Procedure may be utilized by the student. This grievance policy and procedure is afforded to student employees only. Regular employees of the college have an alternate grievance procedure to follow if the need arises.

For matters that may violate policies related to sexual harassment or discrimination and harassment, student employees should familiarize themselves with College Policy 4-9 and 4-10. For information or clarification, please see the Human Resources Office.

Initiating the Appeal Procedure

1. Anyone may initiate an appeal pertaining to a decision made by a supervisor or dean.
2. An appeal may be considered only if:
 - A substantial error in procedure unreasonably impaired any person during the disciplinary process.
 - New evidence of a substantive nature, which was not available at time of disciplinary action has been uncovered.
 - A substantiated bias on the part of anyone involved in the disciplinary process has been identified.
3. Students are allowed individual hearings along with a written response to any appeal.

Filing an Appeal

1. An appeal must be in writing and filed with the Student Employment Office.
 - The deadline to submit an appeal is within 10 working days of the decision or dispute causing the appeal. Failure to submit the grievance within the time limit specified shall result in a waiver of rights to the appeal procedures.
 - State reason for appeal.
2. Designate type of appeal:
 - Financial aid satisfactory academic progress (see Financial Aid Appeals process)
 - Student employment termination
 - Student employment grievance or harassment

Levels of the Appeal Process

- Appeal to immediate supervisor. If not resolved to your satisfaction, you may appeal to:
- Appeal to Student Employment Director. If not resolved to your satisfaction, you may appeal to:
- Appeal to Financial Aid Director. If not resolved to your satisfaction, you may appeal to:
- Appeal to Human Resources Office – the decision of this office is final. No further appeal within the institution is provided.

Possible Decision of the Appeals Process

1. At each level of the process the college may:
 - Deny the appeal for lack of grounds; or,
 - Accept the appeal, hear related testimony and render judgment.
2. At each level of the process after a hearing the college may:
 - Sustain the decision; or,
 - Override the decision and make a new decision.



ON THE JOB RESPONSIBILITIES

What to Wear

Personal appearance is important on the job. It defines how you feel about yourself and about others. A careless appearance doesn't earn or command respect. The clothes you wear to work will depend on the work you do. What you'd wear in the office is not what you'd wear on the loading dock, for example. But whatever work you do, your clothes should be clean and neat. Take your cue from others in your office, or check with your supervisor if you aren't sure what to wear.

Tardiness and Absences

Punctuality is part of your job. When you're late, someone – your supervisor or a coworker – has to do your job as well as his or her own. If you must be late, call the office and tell your supervisor when you'll be in.

Sometimes absences are unavoidable: a serious illness, a death in the family or an accident. When you know you're going to be absent, call your office as soon as you know and tell your supervisor why you will be away and for how long.

Breaks and Mealtimes

Student employees may be eligible for a 15 minute rest break during their work shift. Rest periods must be approved by, scheduled and monitored by the supervisor. Breaks for student employees are not mandated by state or federal labor laws. Try to keep to the break period established in your office. If you need a longer break for a special reason, ask your supervisor for permission – but don't make a habit of extending your breaks. If you leave the office unattended, close and lock the door and tape a note to it saying when you will return.

Computer and Telephone Use

You are expected to be a working member of the department, receiving an hour's pay for an hour's work. Just because you are called a work-study, please do not study while you are on the clock. You are paid to work, not study. Additionally personal telephone calls and e-mails should be minimized. It is not professional or appropriate to conduct personal business at work. Personal and/or inappropriate use of the Internet is grounds for immediate termination, this includes accessing pornography or chat rooms online.

Family Educational Rights and Privacy Act (FERPA)

As an employee you may have access to other students' sensitive information, names, A#s, Social Security numbers, transcripts, etc. It is your responsibility to respect the privacy of all students and employees at the college. You are never to share or alter information. Doing so may result not only in termination, but legal actions. If you're not sure what information you can give out to a visiting student, parent, case-worker, etc., ask your supervisor.

Drug-Free Awareness Policy

It is unlawful to manufacture, distribute, dispense, possess, or use controlled substances including alcohol on SFCC grounds. Doing so may result in termination and violators will be referred to proper criminal law-enforcement authorities.

Emergencies or Injuries

If you are injured on the job, report immediately to your supervisor and the Human Resources Office. Whether or not the supervisor or Director of HR is available, if medical care is needed, go to Occupational Medical Specialist, 720 St. Michael's Dr., Suite B and C, telephone number (505) 438-9402. If injured after work,

regardless of the severity, all accidents/injuries should be reported as soon as possible.

NOTES

GENERAL TIPS

- Be friendly and sincere in your relationships with your co-workers.
- Be objective and tolerant about the values and beliefs of others.
- Be honest with yourself and others.
- Be professional. Do your job competently and efficiently.
- Limit personal conversations in the office.
- Do not entertain friends or family members on the telephone, on e-mail or in person when you are at work.
- Avoid discussing personal affairs.
- Be dependable. Do what you're expected to do when you're expected to do it.
- Cooperate with others. Be willing to try new ideas and make changes.
- Show enthusiasm for SFCC, your supervisor's work and your own.
- Organize your work.
- Don't publicly criticize your supervisor or coworkers.
- Stay calm in stressful situations.
- Take responsibility for your errors and accept constructive criticism.
- Solve problems when you see them.
- Support your supervisor and be a team player. Your success depends on the success of the group.
- Be cheerful and upbeat on the job – everyone will be appreciative.

*Created by Student Employment Director, Meena Mohtadi Moest;
updated 10/13/08.*



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