

SANTA FE COMMUNITY COLLEGE

# student employee **HANDBOOK**





## WELCOME

As a student employee at SFCC, you're responsible for more than a job — you're also responsible for the college's public image. That's because a student employee is 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, energetic workplace for yourself, your co-workers, and the students and visitors you'll be helping.

CharterHouse Fish Philosophy ([charterhouse.com](http://charterhouse.com)) developed these practices that serve as a great guide of how we'd like you to approach your work at SFCC:

**Choose Your Attitude:** It's about accepting full responsibility for all 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.

You won't know all the answers, and despite your positive, helpful attitude, some students may get angry. Just remember, staff and faculty are here to help, and your work is valued!

This manual is designed to help you do your best on the job so that you can do your best for fellow students. Please take the time to look it over. If you have questions or need more information, call the Student Employment Office at 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 working 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 for their work 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 career. Because student employment is for the purpose of training and enhancement of 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, Human Resources, and Payroll Offices work together to administer SFCC's student employment program. The Student Employment Office awards government-funded work-study monies, keeps department job descriptions, 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 (I-9 and W4). The Payroll Office publishes a pay schedule for all SFCC employees, collects time sheets from individual departments and gets you paid!

Additionally, the Business Office sets up funds for student employee earnings. Federally funded student employee wages are matched by institutional monies at a 75/25% split. State-funded student employee wages are divided at an 80/20% split.

If all work-study funds are allocated or departments hire student employees who do not qualify for work-study funds, the department's budget is required to pay 100% of the student employees' earnings.

## COMMUNITY SERVICE PLACEMENTS

At least 7% of the federal work-study allocation must be used to employ students in community service jobs. Community service jobs can be either on-campus or off-campus. SFCC has identified the following placements to satisfy that funding requirement:

- Adult Basic Education (GED, ESL, Literacy)
- Kids Campus
- Tutoring
- ENLACE (embedded in local public high schools)
- KSFR (Santa Fe Public Radio – on site)

## THE BASICS

Whether you've received a work-study award as part of your financial aid packet, or 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 (by filling out an intake form/application) you may receive referral cards for various available positions on campus. Student jobs are very competitive, however, and often, positions aren't open. Your registration to the program is not a guarantee of job placement.

It is your opportunity and responsibility to be proactive. Stay connected with the Student Employment Director. If and when you are provided with a referral, contact that hiring supervisor and arrange for an interview. Be prepared for your initial meeting. Bring your résumé, a copy of your class schedule, your referral card and your professional, personable self! Make sure you arrive on time, and make sure you take the time to thank the hiring supervisor for the chance to interview.

If chosen for the position, congratulations! You must notify the Student Employment Director. Then you'll fill out your I-9 and W-4 in the Human Resources Office. These forms need to be completed before you start on your new job. You can also request that your paycheck be directly deposited into your bank account (savings or checking).

If you're not chosen for the position, you must notify the Student Employment Director. You'll then be eligible for additional referrals if there are other positions available. 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, résumé 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:

- Apply for financial aid (Complete a FAFSA).
- Not be receiving financial aid from another educational institution.
- Be registered for at least 6 credit hours. (Student employees who drop or withdraw below 6 credit hours are immediately ineligible for employment.) The hours students are required to work during the summer depend on each student's circumstances.
- Be pursuing a degree or certificate offered by SFCC.  
(Student employees must have officially declared a degree.)
- Must be making Satisfactory Academic Progress as defined by the Financial Aid Office.
- Possess a valid Social Security Number.
- Be at least 16 years of age.
- Be a high school graduate or hold a GED.

Student employment is an opportunity that is evaluated semester-by-semester. Each semester, your eligibility must be reestablished. And each semester, it is the prerogative of your immediate supervisor to rehire you.

If you are an international student, your eligibility requirements may be different. Please check with an international student adviser 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 approved prior 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 an hour (Fiscal Year 2013/2014). Supervisors may not recommend pay increases. No raises will be considered during the academic year.

Each year, the President of SFCC reviews any recommendations for changes to the college's compensation package and related salary and wage schedules. The recommendation must be approved by the college Governing Board.

## PAY DAYS AND TIME SHEETS

Student employees are paid every other week. That pay schedule is determined by the Payroll Office and is different from the permanent staff's pay schedule. Individual supervisors are responsible for recording, documenting and turning in student employee work hours. Whatever system is set up in individual offices, student employees must submit a signed time sheet 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. Students employees should *not* turn in time sheets directly to the Payroll Office.

In some cases, student employees may have to project hours to turn time sheets in by Payroll's deadline. If those hours are not worked within that pay period, students should work those previously recorded hours within the following pay period – in addition to their regular schedule – without expectation of duplication in pay.

## STUDENT EMPLOYMENT DURING SCHOOL BREAKS

Student employees may work during school breaks if the campus is open and their supervisor has a legitimate work need. They still cannot work more than a maximum of 20 hours a week.

## SINGLE EMPLOYER POLICY

Students should be employed in only one department and paid out of that one 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 at the beginning of a semester if there is a position open. Transfers during semesters 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; every effort will be made, however, 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 semester ends.
- 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. If a student employee is terminated, they may be eligible for alternative placement, depending on the cause of termination. They 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 among all employees. It 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. For issues not resolved in an informal manner to the student employee's satisfaction, however, the following appeal procedure may be used by the student. This grievance policy and procedure is afforded to student employees only.

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.

### ***Scope and Applicability***

This policy is afforded to student employees only. Regular employees of the college have alternate policies to follow if the need arises. Students with issues outside of their on-campus work circumstance have alternative policies to follow if the need arises.

### ***Levels of Conflict***

This policy covers two levels of conflict:

- Concerns, defined as minor disagreements and the like, and
- Complaints, which deal with more serious issues.

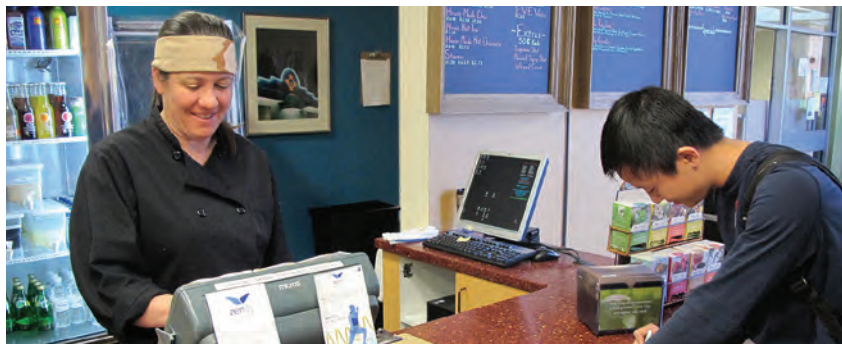
### ***Rights and Responsibilities Reserved to College Management***

SFCC encourages dialogue and informal resolution of student employees issues. Some areas, however, are reserved by the college as exclusive management rights and, therefore, are not subject to review. The following reasons for termination are precluded from review under this policy:

- The student's earnings exceed allocation.
- The student is on financial aid suspension.
- The student drops below 6 credit hours of enrollment at SFCC.
- The student fails to complete or update documents required for financial aid, including current FAFSA.

### ***Initiating the Appeal Procedure***

1. Anyone may initiate an appeal pertaining to a decision 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.
  - 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.
  - Appeals must be submitted within 10 working days of the decision or dispute causing the appeal. Failure to submit the grievance within the specified time limit 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:

- The Student Employment Director; if not resolved to your satisfaction, you may appeal to
- The Financial Aid Director; if not resolved to your satisfaction, you may appeal to
- The 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 BEHAVIOR

### ***Homework at Work***

Just because the job is called work-study does not mean you can study while you are on the clock. You are paid to work, not study. In fact, studying on the job and neglecting assigned work tasks may result in termination.

### ***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 the others in your office, or check with your supervisor if you aren't sure what to wear. Additionally, some departments may require student employees to wear a uniform and/or a name tag. If there is such a requirement, that uniform or and/or name tag will be provided for you.

### ***Tardiness and Absences***

Punctuality is part of your job. When you're late, someone – your supervisor or a co-worker – 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. Additionally, personal telephone calls and emails should be minimized. It is not professional or appropriate to conduct personal business at work. Personal or inappropriate use of the Internet is grounds for immediate termination; this includes, but is not limited to, accessing pornography or chat rooms online.

## ***Prohibited Harassment and Discrimination***

Santa Fe Community College prohibits discrimination on the basis of:

- Race
- Color
- Ancestry
- Sexual orientation
- Age
- Serious medical condition
- Spousal affiliation
- Religion
- National origin
- Sex
- Gender identity
- Physical or mental disability or handicap
- Veteran's status
- Any other basis prohibited by law

College employees are strictly prohibited from discriminating against or harassing any other person. Student employees are expected to treat peers, supervisors, students, administrators, board members and the members of the greater community with respect.

## ***Family Educational Rights and Privacy Act (FERPA)***

As an employee you may have access to other students' sensitive information, names, student ID numbers, 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 in termination and legal action. If you're not sure what information you can give out to a visiting student, parent, case-worker, 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 law enforcement authorities.

## ***Sustainability Practices***

The college has made a commitment to weave sustainability into the very fabric of the institution. SFCC recognizes its responsibility to be a role model for the community and to train the people who will develop social, economic and technological solutions to reverse global warming. As an employee, you have an opportunity to do your part. Consider using less paper: make double-sided copies or reduce copying all together. Bring your own mug to reuse instead of drinking from paper or plastic cups. Most importantly, consider alternative ways to get to campus: use public transportation, join a carpool or rideshare through Zimride.

## ***Emergencies or Injuries***

If you are injured during working hours (Monday-Friday, 8 a.m. to 5 p.m.) follow the procedures below:

- Report the injury as soon as possible but within 15 working days from the date of injury (no matter how minor it may seem) to your supervisor and the Office of Human Resources.
- If you need immediate medical assistance, go to the nearest medical facility. If the injury is non-life threatening, the Office of Human Resources will send the employee to Concentra Medical Center for a medical review and treatment. If an employee reports an injury without seeking medical assistance but experiences pain later in the day or on subsequent days, the employee must immediately request a change of status to medical. Make this request through the Office of Human Resources.

If you are injured after working hours (Monday-Friday, after 5 p.m.) or weekends, follow the procedures below:

- Report the injury immediately no matter how minor it may seem to the Campus Safety Office at extension 1224. The following work day, immediately report the injury to your supervisor and HR.
- If you require medical assistance after hours, use one of the following facilities:
  - Urgent Care on Call, 431 St. Michaels Dr. 9 a.m.-6 p.m., 954-9949.
  - Urgent Care at 2801 Rodeo Rd. 5 p.m.-10 p.m., 474-0120.
  - After 10 p.m., go to Christus St. Vincent Regional Medical Center, 455 St. Michael's Dr., 983-3361.

For all employee injuries the procedures below must be followed:

- Complete the Notice of Accident and the First Report of Injury; submit the forms to the Office of Human Resources. Required forms are available at the Office of Human Resources.
- Provide a copy of your medical restrictions to your supervisor and the Office of Human Resources.
- Accommodations for any medical restrictions will be reviewed by the employee, supervisor and the Office of Human Resources for approval once received by the referring medical provider.
- The supervisor and Office of Human Resources can authorize light duty when appropriate.
- Cannon Cochran Management Services, Inc. must approve all medical follow-up and referrals before the injured employee is seen by the doctor.
- For additional information, please contact the Office of Human Resources at 428-1228.

## 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 email 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 co-workers.
- 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.

## ON-CAMPUS RESOURCES FOR STUDENT EMPLOYEES

### *Financial Aid*

Grants, loans and scholarships  
428-1268

### *Student Employment*

On-campus employment  
428-1285

### *Human Resources*

Workers' compensation  
428-1228

### *Payroll*

Late time sheets, special pay periods, schedule of pay periods, W2s and W4s, direct deposit  
428-1208

### *Career Services*

Off-campus work, resume writing, interviewing skills  
428-1406

### *Service Learning*

Volunteer community work, internships, credit for volunteer service  
428-1702

### *Career Counseling*

Interest inventory testing, talk sessions, transcript analysis, class scheduling  
428-1331

### *Disability Services*

Services for special needs and/or disabled students  
428-1711



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